at&t

User's manual

MS2015 4-Line
Small Business Deskset

at&t
MESSAGE WAITING
MENU/SELECT
ANS SYS
REPEAT
SKIP
LINE 1
LINE 2
LINE 3
LINE 4
DELETE
CALL HISTORY
DIRECTORY
CANCEL
1
ABC 2
DEF 3
GHI 4
JKL 5
MNO 6
PQRS 7
TUV 8
WXYZ 9
TONE *
OPER 0
#
FLASH
TRANSFER
HOLD
CONFERENCE
INTERCOM
AUTO REDIAL
MUTE
HEADSET
VOLUME
ONE-TOUCH
SPEAKER
LOWER
MIC
4 LINE BUSINESS SYSTEM

Congratulations

on your purchase of this AT&T product. Before using this AT&T product, please read the **Important safety information** on pages 87-88 of this manual. Please thoroughly read this user's manual for all the feature operations and troubleshooting information necessary to install and operate your new AT&T product. You can also visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Model number: MS2015

Type: 4-Line Small Business Deskset

Serial number: ____________________

Purchase date: ____________________

Place of purchase: ____________________

Both the model and serial numbers of your AT&T product can be found on the bottom of the deskset.

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.

Compatible with Hearing Aid T-Coil
T
TIA-1083

Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

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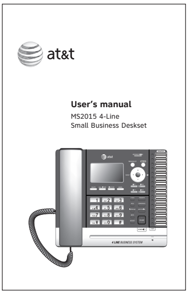
Parts checklist

Your telephone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.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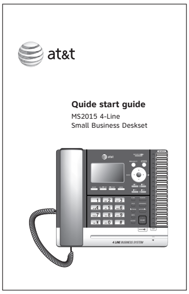
MS2015 4-Line
Small Business Deskset

User's manual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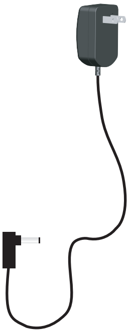
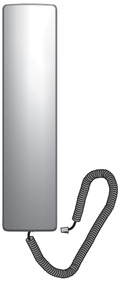
Quide start guide
MS2015 4-Line
Small Business Deskset

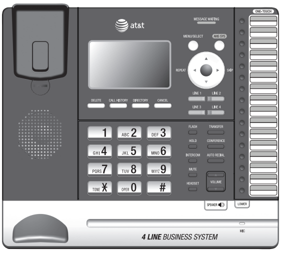
Quick start guide



Deskset power adapter



Handset with coiled cord installed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MESSAGE WAITING
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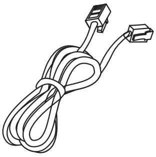
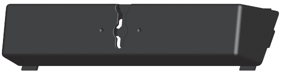
AUTO REDIAL
MUTE
VOLUME
HEADSET
SPEAKER
LOWER
MIC
4 LINE BUSINESS SYSTEM

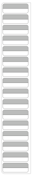
Deskset



Ethernet cable



Wall mount bracket



Replacement directory card

User’s manual

MS2015 4-line Small Business Deskset

at&t
4 LINE BUSINESS SYSTEM

Table of contents

Getting started

Quick reference guide 1
Introduction 4
Planning your system 5
Installation 6
Deskset installation 7
Deskset installation (set static IP) 11
Wall mount installation 12
To mount the deskset on the wall 12
Wall mount to tabletop installation 15
PC jack 16
Adding and registering a cordless handset 17
To register an MS2025 cordless handset to your MS2015 deskset 17
Adding and registering a cordless headset 18
To register a TL7600 cordless headset to your MS2015 deskset 18
Deregistering cordless handset and cordless headset 19
To deregister the cordless handset and headset from the MS2015 deskset 19
Adding a corded headset 20
To add a corded headset to the deskset 20
System setup 21
Menu settings 21
Set extension number 21
Prime line 22
Network setup 23
Network info 25

Telephone settings

Telephone setup 26
Ringer volume 26
Ringer tone 26
Set date/time 27
LCD language 27
Home area code 28
Key tone 29
LCD contrast 29
Dial mode 30
Hold reminder 30
Phone rename 31
Set default 31
Customer support 31

Telephone operation

Telephone operation 32
Line indicators 32
Making and ending a call 32
On hook dialing (predialing) 33
Full duplex speakerphone 33
Answering a call 33
Temporary ringer silencing 33
Options while on calls 34
Call waiting 34

Volume control....34
Mute....34
Temporary tone dialing....35
Hold....35
Switching between lines....35
Call privacy....36
Recording a call....37
Chain dialing....38
Redial....39
To view the 10 most recently dialed numbers....39
To redial a number....39
To copy a redial entry to directory....39
To copy a redial entry to one-touch memory....40
To delete a number....40
Auto-redial....41
Conference call....42
A. Inviting parties using Intercom....42
B. Join a call in progress....43
Call scenario....44
Intercom....45
Make an intercom call to an extension....45
Answer an intercom call....45
End an intercom call....45
Answer an incoming call during an intercom call....45
Call transfer....46
Blind transfer....46
Call transfer using intercom....47
Transfer a call and speak to the receiving party....47
One touch....48
Assign a one-touch entry....48
Review the one-touch entry....49
To dial a one-touch entry....49
Edit the one-touch key....50
Delete an one-touch key....50

Directory

About the directory....51
Capacity....51
Exit the directory....51
Create directory entries....52
Create a new directory entry....52
Review directory entries....53
Search directory....54
Search by name....54
Dial, delete or edit entries....55
Display dial....55
Delete an entry....55
Edit an entry....56
Copy a directory entry to one touch....57

Caller ID

About the caller ID....58
Information about caller ID with call waiting....58
Caller ID information....59
How the caller ID information (call log) works....59
Caller ID operation....60
Memory match....60
Missed (new) calls indicator....60
Review the caller ID information....60
View dialing options....61
Dial a call history entry....61
Save a call history entry to the directory....62
Copy a caller ID entry to one touch....63
Delete entries....63
Reasons for missing caller ID information....64

Answering system

Private mailbox setup....65
Private mailbox on/off....65
Private mailbox delay....65
Message Guard®....65
Announcement....66
Call intercept....67
Answering system setup....68
Remote access code....68

  - Message alert....68
  - Message Length....69
  - Call screening....69
  - Recording time....70
- Answering system operation....71
  - New message indication....71
  - Call screening....71
  - Call intercept....71
  - Message playback....71
  - Options during playback....72
  - Delete all private mailbox messages....72
  - Record memo....72
- Remote access....73

Appendix

- Deskset icon display....75
- Alert tones and lights....76
  - Alert tones....76
  - Lights....76
- Troubleshooting....77
- Deskset display screen messages....83
- Maintenance....86
- Important safety information....87
- FCC part 68 and ACTA....89
- FCC part 15....90
- Limited warranty....91
- Technical specifications....93

Index

- Index....94

Quick reference guide

CALL HISTORY

- Press to view caller ID information (page 60).

MENU/SELECT

- Press to enter the menu.
- While in the menu, press to select an item or save an entry or setting.

MESSAGE WAITING indicator

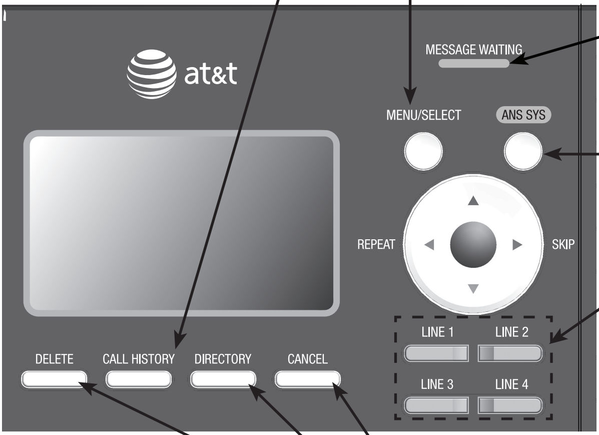
- Flashes when there are new messages in the private mailbox (page 71).

ANS SYS

- Press to enter the answering system menu.

LINE 1-LINE 4 keys

- Press to make or answer a call on the desired line (pages 32-33).


at&t
MESSAGE WAITING
MENU/SELECT
ANS SYS
REPEAT
SKIP
LINE 1
LINE 2
LINE 3
LINE 4
DELETE
CALL HISTORY
DIRECTORY
CANCEL

DELETE

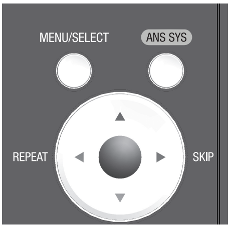
- While playing a message, press to delete the message (page 72).
- While reviewing the caller ID information, press to delete an individual entry (page 63).
- While predialing, press to delete digits (page 33).

CANCEL

- While in a menu, press to cancel an operation and exit the menu display.

DIRECTORY

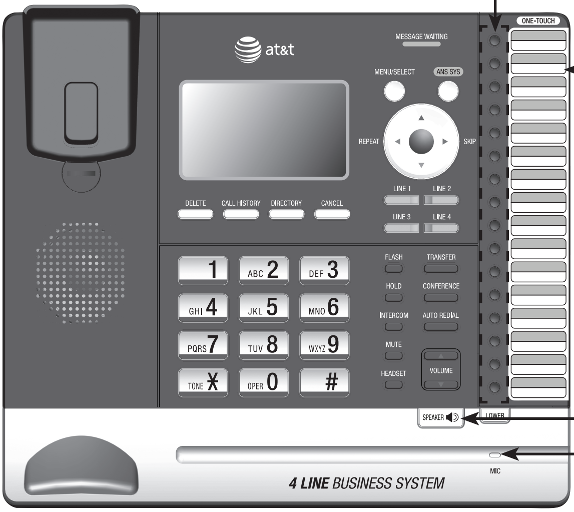
- Press to view directory information (page 53).


MENU/SELECT
ANS SYS
REPEAT
SKIP

Navigation keys

- While in menus, press ▲ or ▼ to scroll through the menus, highlight items or change settings. Press ▶/**SKIP** to enter the selected item, or press ◀/**REPEAT** to return to the previous menu.
- While entering names or numbers, press ◀/**REPEAT** or ▶/**SKIP** to move the cursor to the left or right.
- While playing back messages, press ◀/**REPEAT** to repeat the message, or press ▶/**SKIP** to skip to the next message.

Quick reference guide


at&t
MESSAGE WAITING
MENU/SELECT
ANS SYS
REPEAT
SKIP
LINE 1
LINE 2
LINE 3
LINE 4
DELETE
CALL HISTORY
DIRECTORY
CANCEL
ONE-TOUCH
1
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DEF 3
GHI 4
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MNO 6
PQRS 7
TUV 8
WXYZ 9
TONE *
OPER 0
#
FLASH
TRANSFER
HOLD
CONFERENCE
INTERCOM
AUTO REDIAL
MUTE
HEADSET
VOLUME
SPEAKER
LOWER
MIC
4 LINE BUSINESS SYSTEM

One-touch keys

- Press to dial the desired one-touch number (page 49).

Directory card

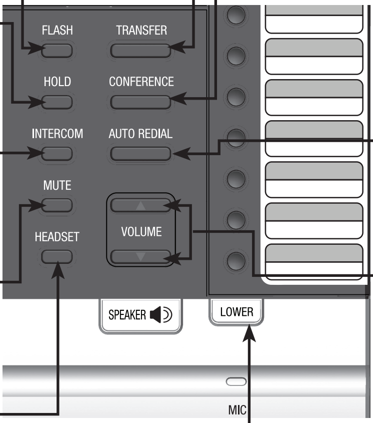
To write names on the directory card, follow the steps below:

1. Pull out the directory card.
2. Write the information on the directory card.
3. Replace the directory card under the plastic cover.

SPEAKER 🔈

- Press to turn on the speakerphone. Press again to turn it off (page 33).

MIC


FLASH
TRANSFER
HOLD
CONFERENCE
INTERCOM
AUTO REDIAL
MUTE
VOLUME
HEADSET
SPEAKER
LOWER
MIC

FLASH

- During a call, press to answer an incoming call when you receive a call waiting alert (page 34).

HOLD

- Press to place an outside call on hold (page 35).

INTERCOM

- When in idle mode, press to initiate an intercom call (page 45).

MUTE

- During a call, press to mute the microphone (page 34).

HEADSET

- When a corded headset is connected to the deskset, press to make, answer or hang up a call (page 33).

TRANSFER

- Press to transfer a call to an extension (pages 46 and 47).

CONFERENCE

- Press to add another extension or outside line to an existing call (pages 42-44).

AUTO REDIAL

- Press to view the last 10 numbers dialed (page 39 and page 41).

▲/VOLUME/▼

- During a call, press to adjust the listening volume (page 34).
- During message playback, press to adjust the playback volume (page 72).
- Press to adjust the ringer volume when in idle mode (page 26).

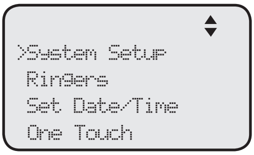
LOWER

- When assigning or dialing a one-touch number, press to switch to the lower location (the second 16 locations) of a one-touch key (pages 48-50).

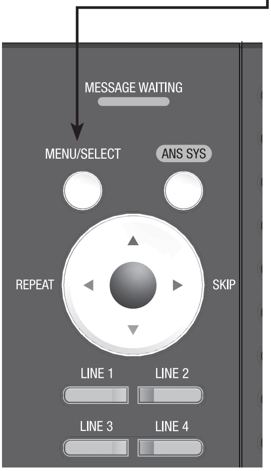
Quick reference guide

Main menu

The **>** symbol highlights a menu item.



>System Setup
Ringers
Set Date/Time
One Touch


MESSAGE WAITING
MENU/SELECT
ANS SYS
REPEAT
SKIP
LINE 1
LINE 2
LINE 3
LINE 4

Main menu

- System Setup (pages 21-25)
- Ringers (page 26)
- Set Date/Time (page 27)
- One Touch (pages 48-50)
- Phone Settings (pages 27-31)
- Registration (pages 17-19)
- Customer Support (page 31)

Using menus

- Press **MENU/SELECT** to show the main menu.
- Press ▲ or ▼ to scroll through menu items.
- Press **MENU/SELECT** or **▶/SKIP** to select a highlighted menu item.
- Press **MENU/SELECT** to save changes.
- Press **CANCEL** to cancel an operation, exit the menu display or return to the idle screen.

Introduction

This AT&T MS2015 deskset is not a stand-alone telephone. You must purchase the MS2085 console and register this telephone to the console before use. This system is not compatible with any other AT&T 4-line small business telephones, except for the MS2085 and MS2025 telephones.

The MS2015 deskset is hearing-aid compatible and can be connected to the console via a router. This telephone features a speakerphone for handsfree use and a headset jack compatible with most two-band 2.5mm corded headsets (sold separately).

There are two network jacks, known as the Ethernet jack and PC jack, at the back of the deskset The Ethernet jack allows the MS2015 deskset to connect with the MS2085 console via a router. The PC jack is for another device such as a personal computer to connect to the Ethernet network through this deskset.

The MS2015 deskset supports intercom and call transfers between system extensions and is capable of connecting five parties on the same conference call.

This telephone also features a 32-number one- and two-touch memory for faster dialing and has a directory that can store up to 50 additional numbers with names. This telephone has a caller ID feature that supports caller ID with call waiting service. Caller ID services are subscriber services available from many telephone service providers for a fee. The telephone can store up to 200 caller ID entries.

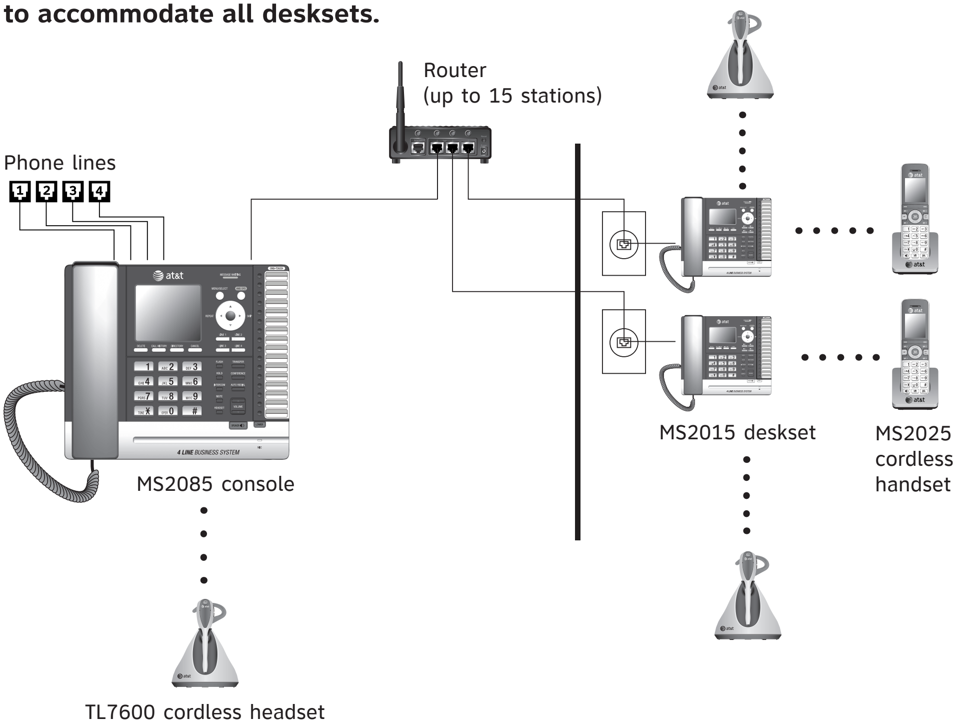
Your MS2015 deskset also features a built-in digital answering system with a private mailbox. You can access the private mailbox from a non-system touch-tone telephone. For details, see the **Answering system operation** section (pages 71-72). This user’s manual contains detailed instructions for using your MS2015 deskset. Please read this user’s manual before using this telephone.

Planning your system

The MS2015 package includes only the deskset. You have to purchase MS2085 console/MS2025 cordless handset/TL7600 cordless headset separately to expand your system.

To order them, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

You must install and setup MS2085 console first before expanding your system with this MS2015 deskset. Make sure your router has enough slots to accommodate all desksets.



NOTES:

- You can register only one AT&T MS2025 cordless handset and one AT&T TL7600 cordless headset to an MS2015 deskset. The system allows a maximum of one console and four desksets, or five desksets to have cordless accessories. When a deskset has cordless accessories, they are all part of the same extension, and only one extension device can be used at a time.
- We recommend you avoid using the deskset and a cordless accessory at the same time.
- You must have modular telephone jacks and an electrical outlet not controlled by a wall switch near where you are installing the phone.
- Every individual phone in your telephone system MUST be assigned a unique extension number for the intercom feature to work. See **Set extension number** on page 21.
- You must have a router with DHCP enabled for your system. The MS2085 console does not assign any IP to the system deskset.
- This telephone system does not support other telephones connected to the same telephone lines for use.

Installation

Install the deskset close to the router connected to the MS2085 console and a power outlet not controlled by a wall switch. The deskset can be placed on a flat surface or vertically mounted on the wall (pages 12-15). For optimum range and better reception, place the deskset in a central and open location.

Your product may be shipped with a protective sticker covering the deskset display - remove it before use.

For customer service or product information, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

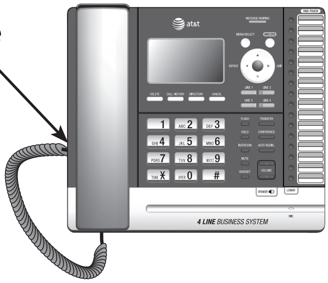
Avoid placing the deskset too close to:

- Communication devices such as television sets, VCRs, or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of a washing machine or work bench.

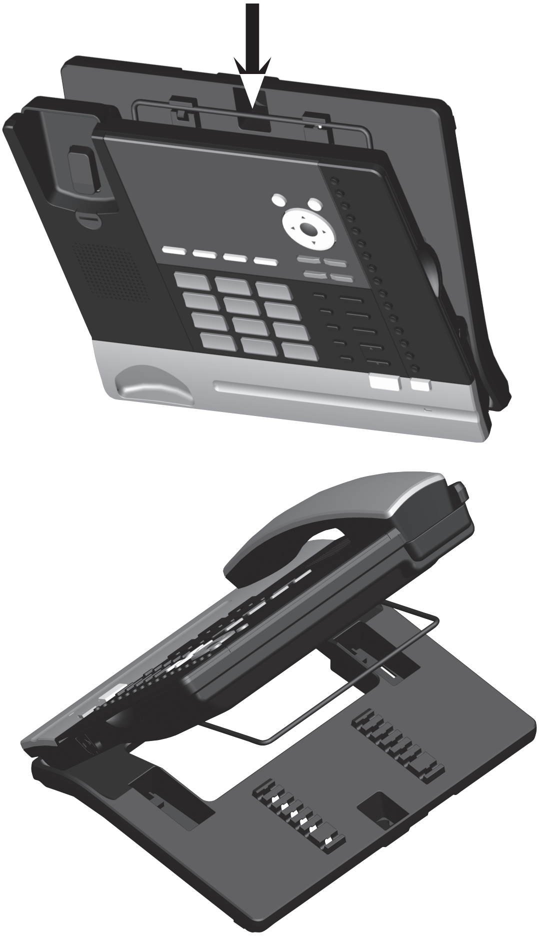
Deskset installation

⚠ Make sure you plug in the Ethernet cable before powering up the deskset.

1. Plug the end of the coiled handset cord into the (jack on the left side of the telephone.

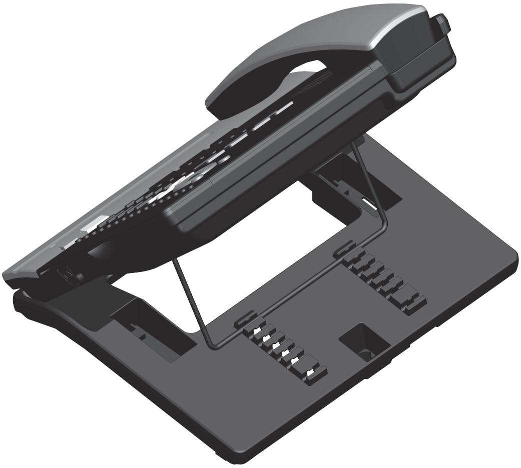


2. Lift the kickstand as the arrow indicates below to release it from the groove. There are seven pairs of grooves designed to hold the deskset at different angles for optimum visibility.



Deskset installation

3. Snap the kickstand into the desired grooves until it locks into place.

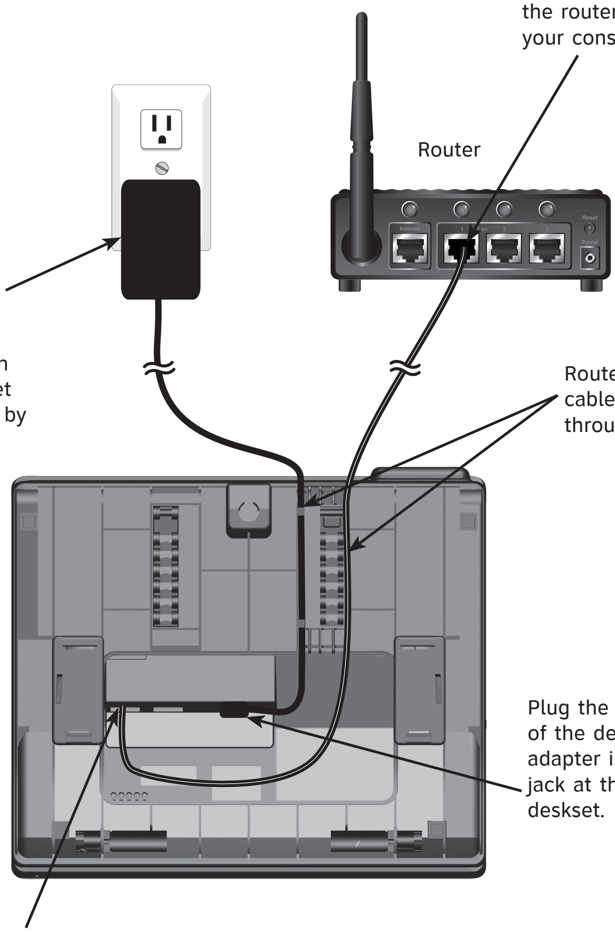


4. Plug one end of the Ethernet cable into the Ethernet jack (🖧) at the back of the deskset, and plug the other end of the Ethernet cable into the router your console is connected to.

(Continued on next page)

Deskset installation

5. Plug the power adapter into an electrical outlet not controlled by a wall switch.



Plug the other end of the Ethernet cable into the router connecting to your console.

Plug the large end of the deskset power adapter into an electrical outlet not controlled by a wall switch.

Route the Ethernet cable and power cord through these slots.

Plug the small end of the deskset power adapter into the power jack at the back of the deskset.

Plug one end of the Ethernet cable into the Ethernet jack (🖧) at the back of the deskset.

IMPORTANT INFORMATION

1. Use only the power adapter supplied with this product. To order a replacement power adapter, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.
2. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

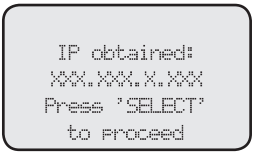
Deskset installation

It takes at least one minute for the deskset to start up the system and the screen displays **Booting...** during startup. The deskset is set to obtain IP address automatically by default. The screen displays **Obtaining IP from DHCP server Please wait...** when the deskset is obtaining IP from the router. When an IP is obtained, the screen displays **IP obtained: XXX.XXX.X.XXX Press SELECT to proceed**.

If the deskset cannot obtain the IP address automatically, it displays **No IP assigned. Check network.** and then the **Network setup** menu. You need to enter the IP address manually under the **Set static IP** menu. See **To set static IP when initially setting up the deskset** section (page 11) for details.

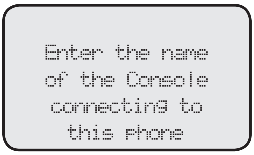
To connect the deskset to the MS2085 console:

1. When the deskset displays **IP obtained: XXX.XXX. X.XXX Press 'SELECT' to proceed**, press **MENU/SELECT**.



IP obtained:
XXX.XXX.X.XXX
Press 'SELECT'
to proceed

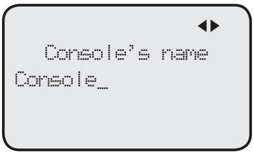
2. The deskset displays **Enter the name of the Console connecting to this phone.** Press **MENU/SELECT**.



Enter the name
of the Console
connecting to
this phone

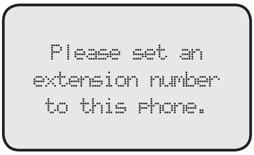
3. The deskset displays **Console's name**. The console's name is set as **Console** by default. If you have changed your console's name, enter the same name using dialing keys on the deskset. Otherwise, skip to step 4 to continue.
   - Press **DELETE** to delete a character.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor left or right.
   - Press **0** to add a space.

   When you finish editing, press **MENU/SELECT** to save.



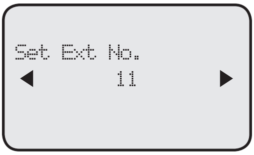
◀▶
Console's name
Console_

4. The deskset screen displays **Please set an extension number to this phone**. Press **MENU/SELECT** to continue.



Please set an
extension number
to this phone.

5. Press **◀/REPEAT** or **▶/SKIP** to choose the desired extension number. The extension number ranges from **11** to **26**. Press **MENU/SELECT** to continue.



Set Ext No.
◀ 11 ▶

6. It takes up to 60 seconds to complete the registration. The screen displays **Connected to Console** (**Console** represents the name of the console) when the registration is successful.
7. The deskset displays **Starting...** It takes a while for the system to finish the startup and the deskset enters idle screen when the startup is done.
8. Lift the handset. If you hear a dial tone, the installation was successful.

Deskset installation (set static IP)

To set static IP when initially setting up the deskset:

⚠ Instructions on this page are for users to enter static IP to set up the deskset, due to a failure in obtaining IP from the router automatically. If you have successfully obtained the IP from your router, you do not need to perform the steps below.

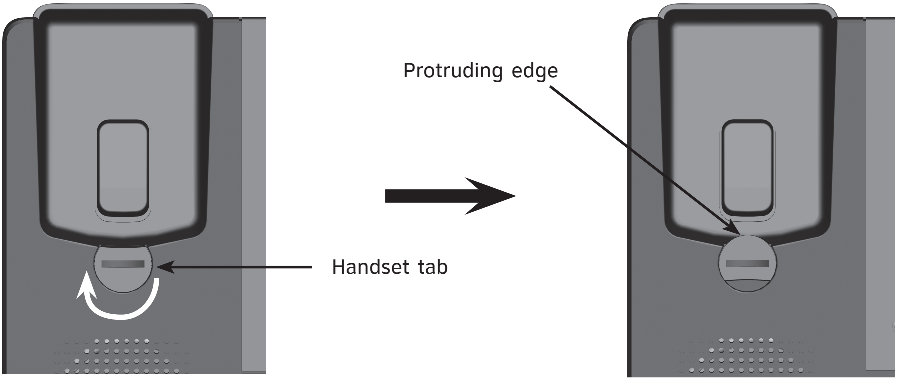
1. If the deskset cannot obtain an IP address from the router after you power it up, the screen displays **No IP assigned. Check network**, then displays the network setup menu.
2. Press ▲ or ▼ to scroll to **Set static IP**, then press **MENU/SELECT**.
3. The screen displays **Enter IP** Use the dialing keys to enter a specific IP.
   - Press **DELETE** to delete a character.
   - Press **#** to add a dot.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.

   When entering a specific IP, make sure the IP range is not blocked by the administrator. If you are installing more than one deskset in the system, keep the first three sets of digits consistent and the last one different among different desksets. For example, if you enter 192.168.1.1 as the static IP of the first deskset, make sure the first three sets of digits are also set as 192.168.1 in other system desksets.
4. Press **MENU/SELECT**. The screen displays **Enter netmask**. Use the dialing keys to enter a specific subnet mask.
   - Press **DELETE** to delete a character.
   - Press **#** to add a dot.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
5. Press **MENU/SELECT**. The screen displays **Enter gateway**. Use the dialing keys to enter a specific gateway.
   - Press **DELETE** to delete a character.
   - Press **#** to add a dot.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
6. Press **MENU/SELECT** to save. The screen displays **IP obtained: XXX.XXX.XXX.X Please set an extension number to this phone**.
7. Press **MENU/SELECT**. Press **◀/REPEAT** or **▶/SKIP** to choose the desired extension number.
8. Press **MENU/SELECT** to save. The screen displays **Connected to Console** (**Console** represents the name of the console) and then **Starting...** It takes a while for the system to finish the startup. The deskset enters the idle screen when the startup is done.
9. Lift the handset. If you hear a dial tone, the installation was successful.

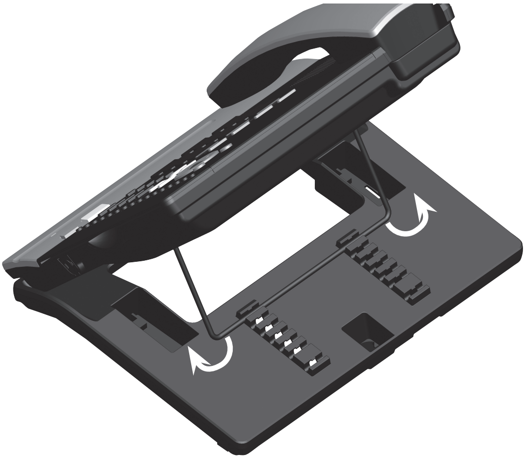
Wall mount installation

To mount the deskset on the wall

1. Unplug the power adapter from the power outlet. Unplug the Ethernet cable from the router.
2. Put the corded handset aside. Use a coin to rotate the handset tab 180 degrees. The protruding edge holds the corded handset when the phone is mounted on the wall.

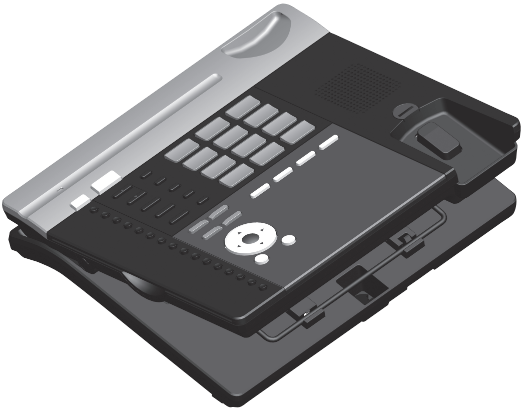


3. Lift the kickstand as indicated by the arrows below to release it from the grooves.

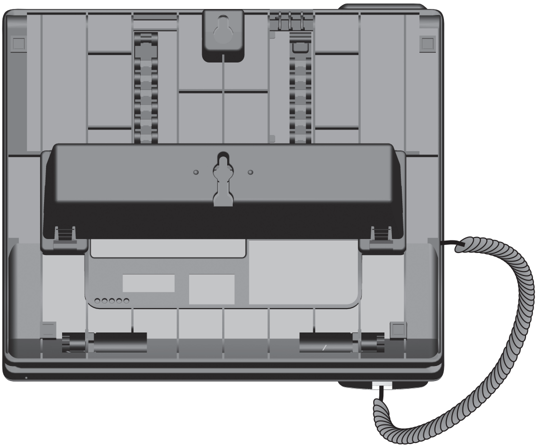


Wall mount installation

4. Snap the kickstand into the outermost grooves until it locks into place.

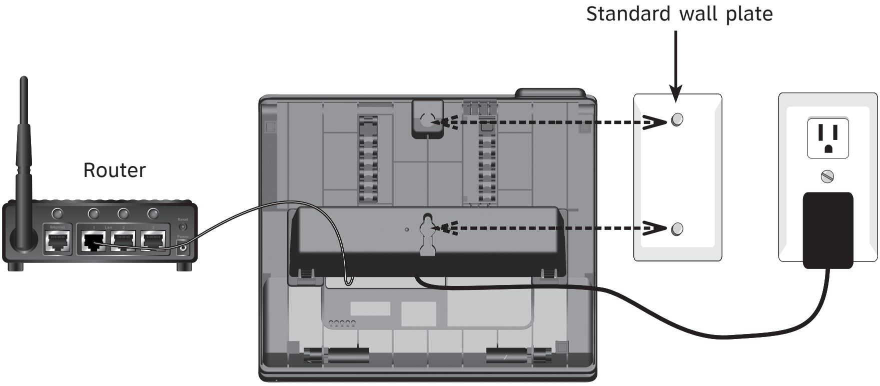


5. Install the wall mount bracket to the deskset as shown below. Insert the upper tabs of the mounting bracket into the upper slots at the back of the deskset. Press the lower tabs of the mounting bracket into the lower slots at the back of the deskset until they lock into place.

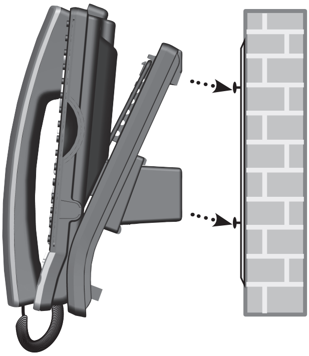


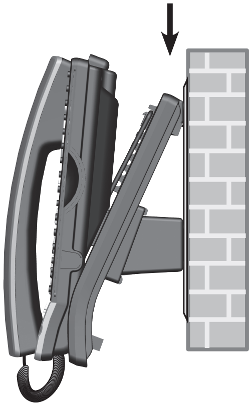
Wall mount installation

6. Plug the Ethernet cable into the router your console is connected to and the power adapter into an electrical outlet not controlled by a wall switch.



7. Align the upper wall mounting hole on the back of the deskset with the upper tab of the standard wall plate. Make sure the lower wall mounting hole on the mounting bracket also aligns with the lower tab of the standard wall plate. Push the deskset down until it clicks securely in place.
8. Bundle the Ethernet cable and power adapter cord neatly with twist ties.



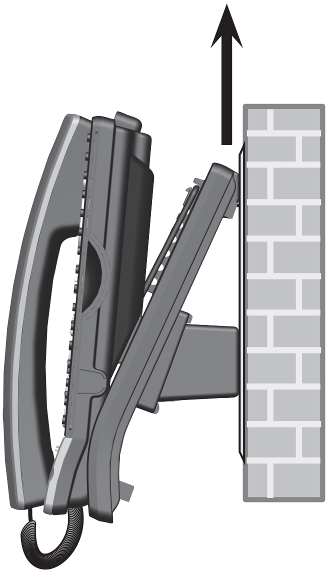


Wall mount installation

Wall mount to tabletop installation

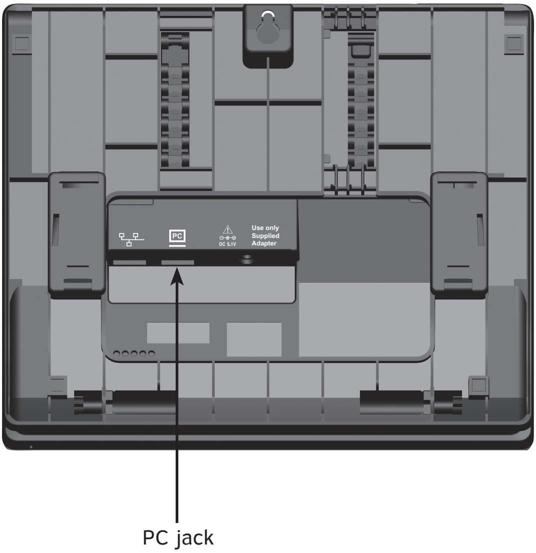
To change the deskset from the wall mount position to tabletop position, follow the steps below.

1. If the Ethernet cable and power adapter cord are bundled, untie them first.
2. Push the deskset up to remove it from wall. Unplug the Ethernet cable from the router and the power adapter from the power outlet.
3. See **Deskset installation** section on pages 7-9.



PC jack

You can connect your computer to the Ethernet network through the PC jack (PC) of this deskset. Plug one end of the Ethernet cable into the PC jack at the back of the deskset and the other end into the Ethernet port of your computer.



NOTES:

- The PC jack does not function when there is no power connected to this deskset.
- This telephone system does not support Power over Ethernet (PoE).
- If you are using the Gigabit system, the connection speed drops to 100M.

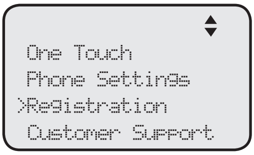
Adding and registering a cordless handset

You can add a new handset (**MS2025**, purchased separately) to your deskset. The cordless handset must be registered with the MS2015 deskset before use. When first purchased, the expansion handset shows **Choose Handset in Registration at base menu. And put handset on cradle to register.**

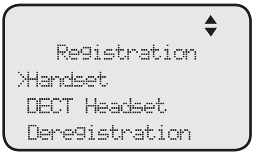
Make sure the cordless handset is properly installed before you begin registration. Refer to the user's manual of the cordless handset for details. If the handset does not have enough power to proceed with the registration, you need to charge the new handset for at least five minutes.

To register an MS2025 cordless handset to your MS2015 deskset

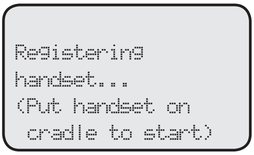
1. Make sure the cordless handset is out of the charger and the screen shows **Choose Handset in Registration at base menu. And put handset on cradle to register.**
2. On the MS2015 deskset, press **MENU/SELECT**.



3. Press ▲ or ▼ to scroll to **Registration** and press **MENU/SELECT** or **▶/SKIP**.



4. Press **MENU/SELECT** again or press **▶/SKIP** to select **Handset**. The deskset screen shows **Registering handset... (Put handset on cradle to start)**.


Registering
handset...
(Put handset on
cradle to start)

5. Place the unregistered cordless handset into the charger. The handset screen displays **Registering... Please wait**. The handset beeps once and begins registering to the MS2015 deskset. It takes up to 60 seconds to complete the registration. When the registration is successful, the MS2015 deskset shows **Handset registered** and then the handset shows **Ext Handset**. To change the handset name and the extension number shown on the handset screen, refer to the **Phone rename** and **Extension no.** sections in the user's manual of the cordless handset.
6. Lift the handset, then press the desired line key (**LINE 1**-**LINE 4**). If you hear a dial tone, the registration was successful.

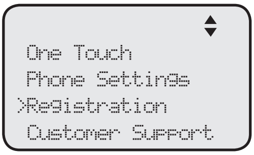
NOTE: If the registration is not successful, the MS2015 deskset returns to the previous screen. To reset the handset, remove the handset from the cradle. Try the registration process again.

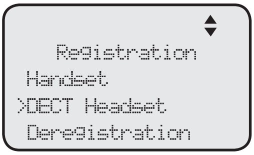
Adding and registering a cordless headset

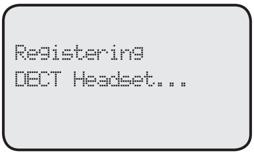
You can use this deskset handsfree when you register a DECT 6.0 cordless headset (AT&T model TL7600) to the deskset. You can only register one cordless headset to the deskset. Make sure the headset battery is properly installed and charged before use. Refer to the user’s manual of the cordless headset for details.

Place the headset in the headset charger and note the color of the **ON/OFF** button. If the button flashes a blue and orange light twice every five seconds, the headset is unregistered. If the button shows a constant blue light, the headset is registered. You need to deregister the headset before you can register it to the deskset. See the deregistration instructions in the user’s manual of the telephone to which it is currently registered.

To register a TL7600 cordless headset to your MS2015 deskset






Registering
DECT Headset...

1. Place the headset in the headset charger and allow it to charge for at least five minutes before beginning registration. Make sure the headset is out of the headset charger before you begin registration.
2. On the MS2015 deskset, press **MENU/SELECT**.
3. Press ▲ or ▼ to scroll to **Registration** and press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to **DECT Headset**, then press **MENU/SELECT** or **▶/SKIP**. The MS2015 deskset shows **Registering DECT Headset...** It takes up to 60 seconds to complete the registration.
5. Place the headset into the cradle. The MS2015 deskset shows **DECT Headset registered** when the registration is successful.
6. Lift the headset, then press the headset **ON/OFF** button. If you hear a dial tone, the registration was successful.

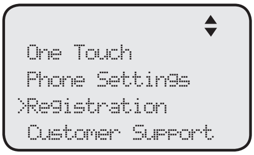
If there is no dial tone, or the **ON/OFF** light on the headset flashes twice every five seconds, the registration was not successful. Remove the headset from the headset charger and repeat the registration process again, starting with Step 2 above.

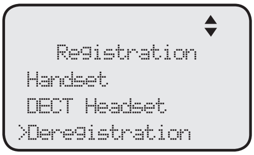
Deregistering cordless handset and cordless headset

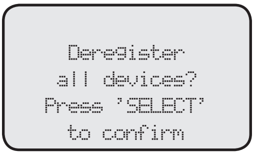
If you have a registered handset and/or headset, and need to replace one of them or both, you will have to deregister both devices first, then register each device to the deskset separately. **Please read all the instructions on this page before beginning the deregistration process.**

Please make sure the telephone system is not in use before deregistration.

To deregister the cordless handset and headset from the MS2015 deskset






Deregister all devices? Press 'SELECT' to confirm

1. On the deskset, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Registration** and press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Deregistration** and press **MENU/SELECT** or **▶/SKIP**.
4. The deskset screen shows **Deregister all devices? Press 'SELECT' to confirm**. Press **MENU/SELECT** to confirm.
5. The process takes up to 10 seconds to complete. The deskset shows **Handset deregistered. DECT Headset deregistered.** when the deregistration is successful. The deskset returns to the **Registration** menu. To return to the idle screen, press **CANCEL** twice.
6. If you are deregistering a headset, enter the following code on the headset by pressing the keys in this order: **VOLUME 👂/+**, **MUTE**, **VOLUME 👂/–**, **MUTE**, **VOLUME 👂/+**, **VOLUME 👂/–**, **MUTE**. When you see the headset **ON/OFF** light flashing twice every five seconds, the deregistration is successful.

NOTES:

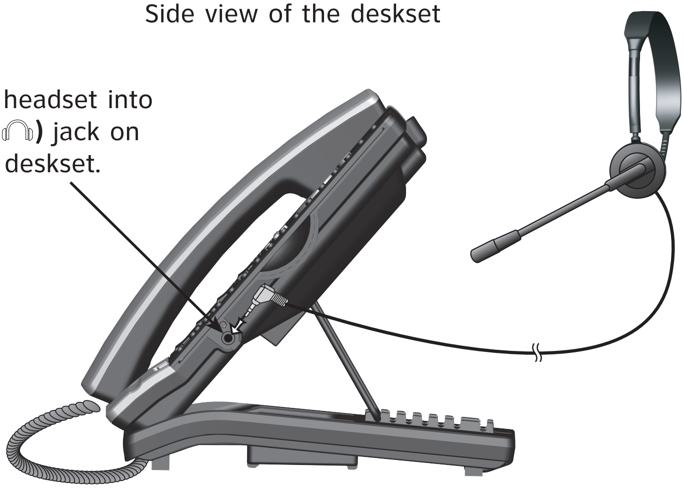
- If the deregistration process is not successful, you might need to reset the system and try again. To reset, you can press **CANCEL** on the telephone base. You can also reset the deskset by unplugging the power from the deskset and plugging it back in.
- To register a cordless handset again, refer to the registration information on page 17.
- To register a cordless headset again, refer to the registration information on page 18.

Adding a corded headset

You can use this telephone handsfree when you install any industry-standard 2.5mm corded telephone headset (purchased separately). For best results, use an AT&T 2.5mm corded headset. To purchase a headset, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

To add a corded headset to the deskset

Side view of the deskset



Plug a 2.5 mm headset into the **HEADSET** (**🎧**) jack on the side of the deskset.

NOTE: The **HEADSET** button on the deskset controls only the corded headset. For more details on the operation of the cordless headset, refer to the user's manual of the cordless headset.

System setup

Menu settings

Use this menu to change the telephone system settings.

1. Press **MENU/SELECT** when in idle mode (when the deskset is not in use) to enter the main menu.
2. Press ▲ or ▼ to scroll to the feature to be changed.
   The **>** symbol indicates the selected menu item.
3. Press **MENU/SELECT** or **▶/SKIP** to select the menu item.
4. Press **CANCEL** to exit setup without making changes.

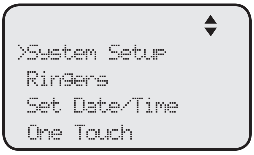
NOTE: Press **CANCEL** to cancel an operation, exit the menu display, or return to idle mode.

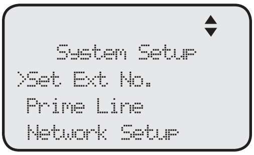
Set extension number

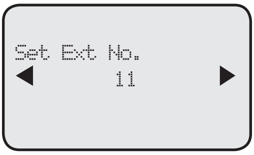
Each individual phone (console or deskset) in the telephone system MUST be assigned a unique extension number for the intercom feature to work. The assignment is done when the deskset is initially setup.

To change the extension number:

1. When the telephone is idle, press **MENU/SELECT**.
2. Press **MENU/SELECT** again or **▶/SKIP** to choose **System Setup**.
3. Press ▲ or ▼ to scroll to **Set Ext No.**, then press **MENU/SELECT** or **▶/SKIP**.
4. The screen displays **Set Ext No.** Press **◀/REPEAT** or **▶/SKIP** to choose the desired extension number (**11**-**26**).
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.
6. You have to release the old extension number from the console to make it available for other desksets. See **Release extension number** in the user's manual of the MS2085 console for more details.







NOTES:

- If the extension number is already being used, the screen briefly displays **Extension no. already in use**.
- If you want to assign an extension number that is already being used, see **Release extension number** on MS2085 console user's manual to replace the number.
- If the console this deskset is registered to has been reset to default, you will need to re-assign the extension number of the deskset.

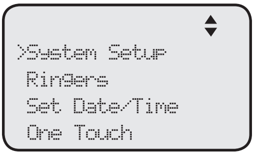
System setup

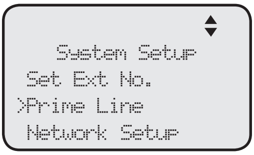
Prime line

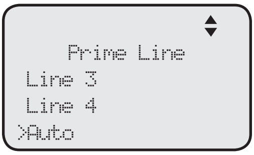
Use this feature, also known as automatic line selection, to choose which line is automatically selected each time you lift the handset, or press **SPEAKER** 🔈 or **HEADSET** (if a headset is connected) to make an outside call. If you select **Auto**, the deskset picks up any plugged telephone line starting from Line 1.

To set the prime line:

1. When the telephone is idle, press **MENU/SELECT**.
2. Press **MENU/SELECT** again or **▶/SKIP** to choose **System Setup**.
3. Press ▲ or ▼ to scroll to **Prime Line**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to choose the desired line, then press **MENU/SELECT** or **▶/SKIP**. To exit without making changes, press **CANCEL**.


>System Setup
Ringers
Set Date/Time
One Touch


System Setup
Set Ext No.
>Prime Line
Network Setup


Prime Line
Line 3
Line 4
>Auto

NOTE: If you install less than four telephone line cords to the MS2085 console and select **Auto** as your **Prime line** setting, make sure you plug in your telephone line cords starting from L1/2 jack. Avoid having any unoccupied telephone jack between other occupied telephone jacks.

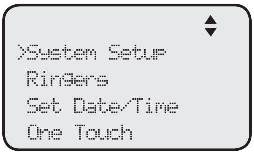
System setup

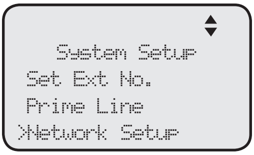
Network setup

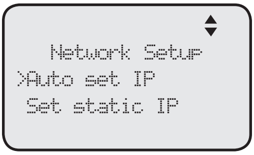
The deskset must have an IP address locating its connection with the router. You can set the deskset to obtain IP from a DHCP server automatically or assign a specific IP on your own. The deskset obtains IP from the router automatically by default.

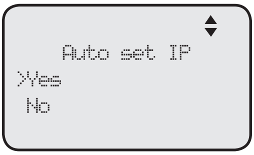
To enable the Auto set IP:

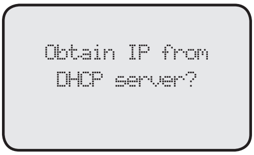
1. When the deskset is idle, press **MENU/SELECT**.
2. Press **MENU/SELECT** again or **▶/SKIP** to select **System Setup**.
3. Press ▲ or ▼ to scroll to **Network Setup**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to **Auto set IP**, then press **MENU/SELECT** or **▶/SKIP**.
5. Press ▲ or ▼ to scroll to **Yes**, then press **MENU/SELECT** or **▶/SKIP**.
6. The screen displays **Obtain IP from DHCP server?** Press **MENU/SELECT** to save the setting.
7. The screen displays **Obtaining IP from DHCP server Please wait...** The process takes up to one minute.
8. The screen displays **IP obtained: XXX.XXX.X.XXX Check network info?** when the IP is successfully assigned. Press **MENU/SELECT** to read the network info, or press **CANCEL** to return to the previous menu.
    - If the system fails to assign an IP automatically, the screen displays **Unable to obtain IP. Please check DHCP server.** briefly, and then **Set static IP to this extension?** You may press **MENU/SELECT** to enter the Static IP setting menu.
9. Reboot the deskset to update the IP.

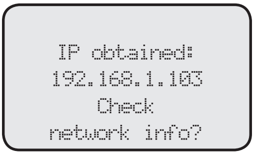

▲▼
>System Setup
Ringers
Set Date/Time
One Touch


▲▼
System Setup
Set Ext No.
Prime Line
>Network Setup


▲▼
Network Setup
>Auto set IP
Set static IP


▲▼
Auto set IP
>Yes
No


Obtain IP from
DHCP server?


IP obtained:
192.168.1.103
Check
network info?

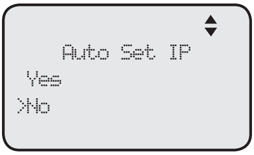
System setup

Network setup (continued)

If you want to switch from **Auto set IP** to **Set static IP**, you have to disable the **Auto set IP** setting first.

To disable the Auto set IP:

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **MENU/SELECT** again or **▶/SKIP** to select **System Setup**.
3. Press ▲ or ▼ to scroll to **Network Setup**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to **Auto set IP**, then press **MENU/SELECT** or **▶/SKIP**.
5. Press ▲ or ▼ to scroll to **No**, then press **MENU/SELECT** or **▶/SKIP** to save the setting. To exit without making changes, press **CANCEL**.

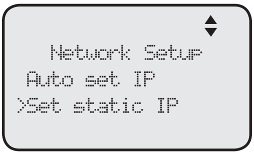


```
▲▼
Auto Set IP
 Yes
>No
```

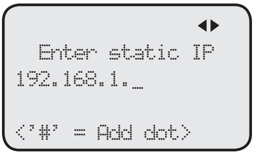
To enable the Static IP:

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **MENU/SELECT** again or **▶/SKIP** to select **System Setup**.
3. Press ▲ or ▼ to scroll to **Network Setup**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to **Set static IP**, then press **MENU/SELECT** or **▶/SKIP**.
5. The screen displays **Enter static IP**. Use the dialing keys to enter a specific IP.
   - Press **DELETE** to delete a digit.
   - Press **#** to add a dot.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.

   When entering a specific IP, make sure the IP range is not blocked by the administrator. If you are installing more than one deskset in the system, keep the first three sets of digits consistent and the last one different among different desksets. For example, if you enter 192.168.1.1 as the static IP of the first deskset, make sure the first three sets of digits are also set as 192.168.1 in other system desksets.
6. Press **MENU/SELECT** to proceed. The screen displays **Subnet mask: XXX.XXX.X.X.** Use the dialing keys to enter a specific subnet mask.
   - Press **DELETE** to delete a digit.
   - Press **#** to add a dot.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.

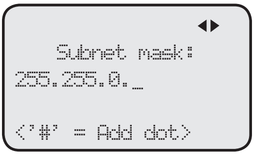


```
▲▼
Network Setup
 Auto set IP
>Set static IP
```



```
◀▶
Enter static IP
192.168.1._

<'#' = Add dot>
```



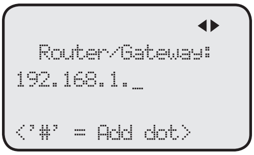
```
◀▶
Subnet mask:
255.255.0._

<'#' = Add dot>
```

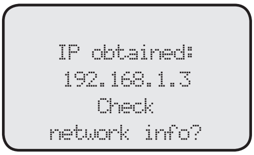
System setup

Network setup (continued)

7. Press **MENU/SELECT** to proceed. The screen displays **Router/Gateway: XXX.XXX.X.XXX.** Use the dialing keys to enter a specific gateway.
   - Press **DELETE** to delete a digit.
   - Press **#** to add a dot.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.


◀▶
Router/Gateway:
192.168.1._
<'#' = Add dot>

8. Press **MENU/SELECT** to save. The screen displays **IP obtained: XXX.XXX.X.XXX Check network info?** Press **MENU/SELECT** to read the network info, or press **CANCEL** to return to the main menu.
   - If the IP entered is invalid, the screen displays **IP is invalid.** briefly, and then returns to the **Enter static IP** screen.


IP obtained:
192.168.1.3
Check
network info?

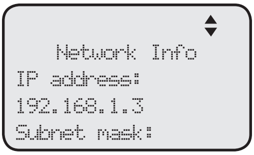
9. Reboot the deskset to update the IP.

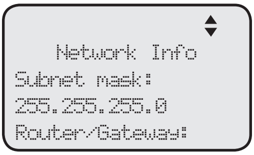
Network info

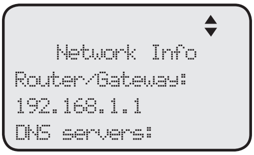
Use this feature to view the information of the IP address, subnet mask, router/gateway, DNS servers and DHCP server of the deskset.

To check the network information:

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **MENU/SELECT** again or **▶/SKIP** to choose **System Setup**.
3. Press ▲ or ▼ to scroll to **Network Info**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to browse through the network information.


▲▼
Network Info
IP address:
192.168.1.3
Subnet mask:


▲▼
Network Info
Subnet mask:
255.255.255.0
Router/Gateway:


▲▼
Network Info
Router/Gateway:
192.168.1.1
DNS servers:

Telephone setup

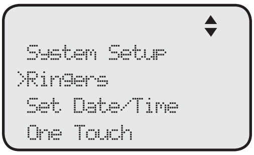
Ringer volume

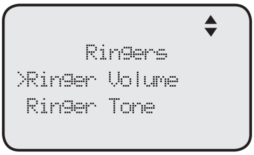
Use this feature to set the ringer volume to one of six levels or turn the ringer off. When the ringer is off, the 🔕 icon appears on the deskset screen. The MS2015 deskset stores the volume setting for all lines.

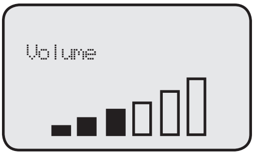
1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Ringers**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **MENU/SELECT** again or press **▶/SKIP** to select **Ringer Volume**.
4. Press ▲, ▼, **◀/REPEAT**, **▶/SKIP**, or **▲VOLUME▼** on the deskset to adjust the ringer volume.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

-OR-

When the deskset is idle, press **▲VOLUME▼** to adjust the ringer volume, then press **MENU/SELECT** to save.


System Setup
>Ringers
Set Date/Time
One Touch


Ringers
>Ringer Volume
Ringer Tone

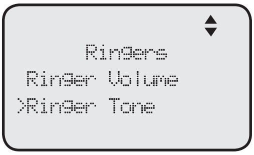


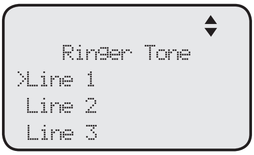
NOTE: The ringer volume also determines the ringer volume for intercom calls. If the deskset ringer volume is set to off, it is silenced for all incoming calls, including intercom calls.

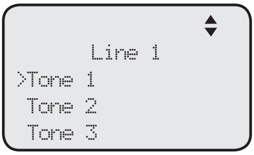
Ringer tone

Use this feature to choose one of the ten ringer tones for incoming calls. You can choose different ringer tones for different lines so you can easily identify which line is calling.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Ringers**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Ringer Tone**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to select the desired line (**Line 1**, **Line 2**, **Line 3** or **Line 4**), then press **MENU/SELECT** or **▶/SKIP**.
5. Press ▲ or ▼ to select a desired ringer tone.
6. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.
7. Repeat steps 4-6 above to choose ringer tones for other lines if desired.


Ringers
Ringer Volume
>Ringer Tone


Ringer Tone
>Line 1
Line 2
Line 3

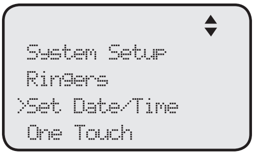

Line 1
>Tone 1
Tone 2
Tone 3

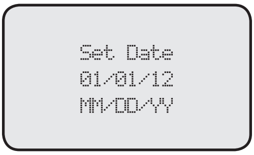
Telephone setup

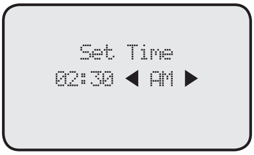
Set date/time

The answering system displays the date and time of the message while playing messages. Before using the answering system, set the date and time as follows.

Follow the steps below to set the month, day, year and time:


▲▼
System Setup
Ringers
>Set Date/Time
One Touch

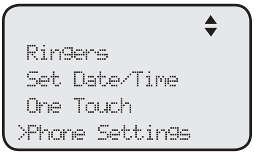

Set Date
01/01/12
MM/DD/YY

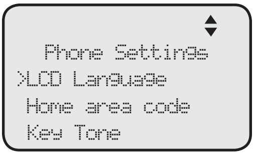

Set Time
02:30 ◀ AM ▶

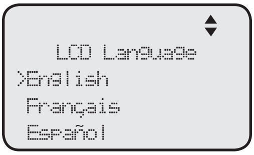
1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Set Date/Time**, then press **MENU/SELECT** or **▶/SKIP**.
3. Use the dialing keys to enter the month (MM), day (DD) and year (YY). Press **◀/REPEAT** or **▶/SKIP** to scroll between month, day and year.
4. Press **MENU/SELECT** to move to the time setting.
5. Use the dialing keys to enter the hour and minute.
6. Press **◀/REPEAT** or **▶/SKIP** to select **AM** or **PM**.
7. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

LCD language

This feature allows you to change the language used for all screen displays. The language settings on the console, desksets and cordless handset are independent. By default, the language is set to **English**.


▲▼
Ringers
Set Date/Time
One Touch
>Phone Settings


▲▼
Phone Settings
>LCD Language
Home area code
Key Tone


▲▼
LCD Language
>English
Français
Español

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **LCD Language,** then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to select **English**, **Français** or **Español**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

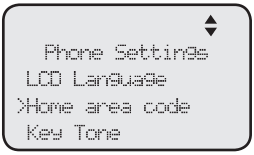
Telephone setup

Home area code

Use this feature to program this deskset to recognize your home area code. This feature makes it easy for you to place a call from the caller ID log.

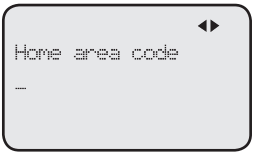
When you receive a call from within your home area code, the caller ID information only displays the seven digits of the telephone number. When you dial from the call log, only seven digits are dialed.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Home area code**, then press **MENU/SELECT** or **▶/SKIP**.



Phone Settings
LCD Language
>Home area code
Key Tone

4. The screen displays **Home area code**. Use the dialing keys to enter a three-digit area code.
    - Press **DELETE** to delete a digit.
    - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.



Home area code
_

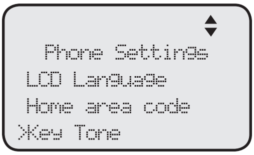
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

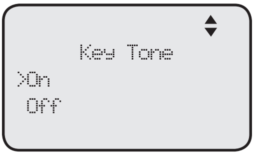
Telephone setup

Key tone

The deskset is set to beep with each key press. If you turn off the key tone, there are no beeps when you press keys.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Key Tone**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

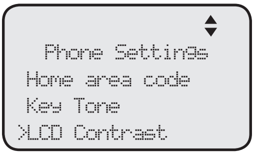

Phone Settings
LCD Language
Home area code
>Key Tone

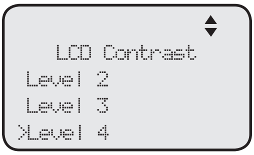

Key Tone
>On
Off

LCD contrast

Use this feature to adjust the screen contrast to one of eight levels to optimize readability in different lighting conditions.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **LCD Contrast**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to choose the desired screen contrast level (**Level 1 - Level 8**).
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.


Phone Settings
Home area code
Key Tone
>LCD Contrast

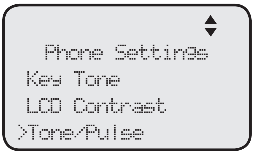

LCD Contrast
Level 2
Level 3
>Level 4

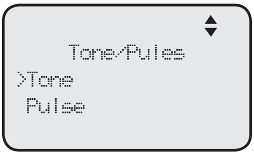
Telephone setup

Dial mode

The dial mode is preset to tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing before using the telephone.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Tone/Pulse**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to choose **Tone** or **Pulse**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.


Phone Settings
Key Tone
LCD Contrast
>Tone/Pulse

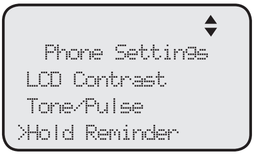

Tone/Pules
>Tone
Pulse

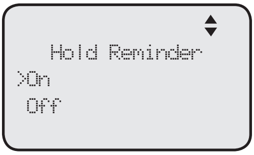
Hold reminder

When this feature is on and there is a call on hold, the deskset beeps once every 30 seconds.

To turn this feature on or off:

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Hold Reminder**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to **On** or **Off**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.


Phone Settings
LCD Contrast
Tone/Pulse
>Hold Reminder


Hold Reminder
>On
Off

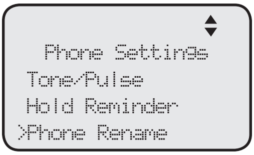
Telephone setup

Phone rename

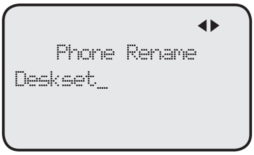
Use this feature to rename the deskset.

To change the setting:

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Phone Rename**, then press **MENU/SELECT** or **▶/SKIP**.
4. Use the dialing keys to change the name (up to 12 characters).
    - Press **◀/REPEAT** or **▶/SKIP** to move the cursor left or right.
    - Press **DELETE** to delete a character.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



Phone Settings
Tone/Pulse
Hold Reminder
>Phone Rename



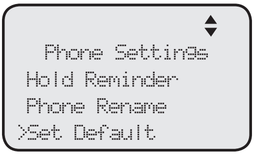
Phone Rename
Deskset_

Set default

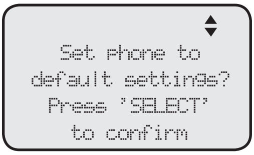
Use this feature to reset all settings of this deskset to their default settings. All phone settings, directory, caller ID history, redial list, one-touch memory, private mailbox messages will be reset.

To reset all feature settings to default:

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Set Default**.
4. Press **MENU/SELECT** or **▶/SKIP**. The screen displays **Set phone to default settings? Press 'SELECT' to confirm.**
5. Press **MENU/SELECT**. The deskset reboots to reset all settings.



Phone Settings
Hold Reminder
Phone Rename
>Set Default

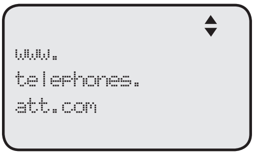


Set phone to
default settings?
Press 'SELECT'
to confirm

Customer support

Use this feature to display the AT&T website.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Customer Support**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **CANCEL** to return to the previous menu.



www.
telephones.
att.com

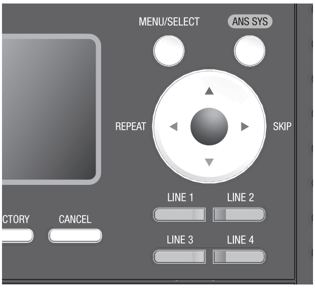
Telephone operation

The deskset comes programmed to select a line automatically for calls when you do not press a line key. To override the automatic line selection setting, see **Prime line** on page 22 for details. When you answer a call, the deskset automatically selects the ringing line.

Line indicators

Each of the four indicators on **LINE 1**-**LINE 4** indicate the state of the corresponding telephone line.

- On when the corresponding line is in use.
- Flashes slowly when the line is on hold.
- Flashes rapidly when there is an incoming call on the corresponding line.



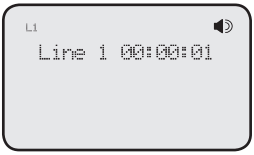
Making and ending a call

To make a call from the deskset:

1. Lift the handset or press **SPEAKER** 🔊.

   -OR-

   To override automatic line selection, press **LINE 1**-**LINE 4** for the desired line, then lift the handset.
2. Wait for a dial tone, then enter the telephone number. The screen displays the elapsed time as you talk (in hours, minutes and seconds).


L1 🔊
Line 1 00:00:01

To end a call from the deskset:

- Place the handset on the deskset to hang up.

  -OR-
- Press the corresponding line key (**LINE 1**-**LINE 4**) to hang up.

  -OR-
- If you are using the speakerphone, press **SPEAKER** 🔊 to hang up.

ℹ ***NOTE:*** The elapsed time is not affected by accessing services from your telephone service provider.

Telephone operation

To make a call using a corded headset:

Make sure a corded headset is connected to the deskset (page 20).

1. Press **HEADSET** on the deskset.
2. Wait for a dial tone, then dial the number.
3. To hang up, press **HEADSET**.

To make a call using a cordless headset:

You can make a call using a registered cordless headset (see **Adding and registering a cordless headset** on page 18). For more details on the cordless headset operation, refer to the TL7600 user's manual.

1. Enter the telephone number. Press **DELETE** to make corrections.
2. Lift the handset or press **SPEAKER** 🔊 to dial.
3. Press the **ON/OFF** button on the cordless headset.
4. To hang up, press the **ON/OFF** button.

On hook dialing (predialing)

1. Enter the telephone number. Press **DELETE** to make corrections.
2. Lift the handset or press **SPEAKER** 🔊 to dial.

   -OR-

   To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

Full duplex speakerphone

During a call, press **SPEAKER** 🔊 to switch between handsfree speakerphone and normal handset use. Press **SPEAKER** 🔊 again if you are using speakerphone or place the handset on the deskset to hang up.

Answering a call

Lift the handset, or press the corresponding line key (**LINE 1-LINE 4**), **SPEAKER** 🔊, **HEADSET** or the **ON/OFF** button on a registered cordless headset to answer an incoming call.

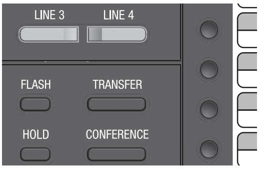
Temporary ringer silencing

When the telephone is ringing, you can temporarily silence the ringer of the deskset without disconnecting the call. Press **MUTE** to silence the ringer. The next call rings normally at the preset volume.

Options while on calls

Call waiting

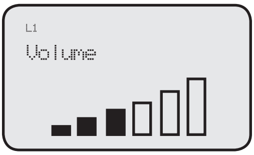
If you subscribe to call waiting service with your telephone service provider, you hear a beep if someone calls while you are in the middle of a call.



- Press **FLASH** to put your current call on hold and take the new call.
- Press **FLASH** at any time to switch back and forth between calls.

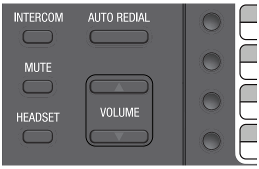
Volume control

Use this feature to independently set the listening volume to one of six levels for each of the listening options (corded handset, corded headset and speakerphone). All settings are independent. While on a call, press **▲VOLUME▼** to adjust the listening volume.



Mute

Use this feature during a telephone conversation to silence the microphone. You can hear the caller, but the caller cannot hear you.



To mute a call:

- Press **MUTE**. When mute is on, the **MUTE** lights up; the screen also displays **MUTE**.

To take a call off mute:

- Press **MUTE** again and resume speaking.

Options while on calls

Temporary tone dialing

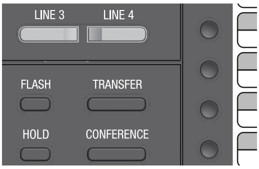
If you have pulse (rotary) service only, use this feature to temporarily switch pulse to touch-tone dialing during a call by pressing **TONE** *.

1. Press **TONE** * during a call.
2. Use the dialing keys to enter the desired number. The telephone sends touch-tone signals.

The telephone automatically returns to pulse dialing mode after you end the call.

Hold

Use this feature to hold one line while accessing another, or as part of the conference and call transfer features.



While on a call, press **HOLD**. The corresponding line key (**LINE 1**-**LINE 4**) indicator for the line on hold flashes slowly. After the call has been put on hold, a beep sounds every 30 seconds. (To turn off the reminder beep, see **Hold reminder** on page 30).

If you are using the speakerphone, the speakerphone turns off and the **SPEAKER** 🔊 key turns off automatically after you press **HOLD**. If you are using the corded headset, the headset turns off and the **HEADSET** key turns off automatically after you press **HOLD**.

To release the hold, press line key (**LINE 1**-**LINE 4**) of the line being put on hold.

Music on hold (M.O.H) is available on this deskset. When you put a call on hold, the caller will hear the default music that comes with the deskset.

*Music-on Hold functionality should only be used in conjunction with music specifically licensed for on-hold use. Licensed on-hold music is available from many third party suppliers. AT&T disclaims any liability arising from the failure to obtain such a license.

NOTES:

- You cannot put an intercom call on hold.
- The call privacy setting remains unchanged after the call is put on call.
- The call ends automatically after it is put on for 10 minutes.

Switching between lines

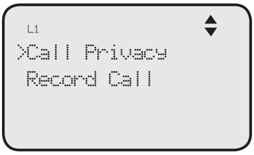
Use this feature to switch between lines during an outside call:

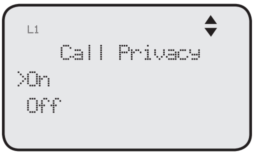
1. Press the desired line key (**LINE 1**-**LINE 4**) of another telephone line to make or answer another call. The current call is put on hold automatically.
2. To return to the first call, press the line key (**LINE 1**-**LINE 4**) of the original call. The second line is put on hold automatically.

Options while on calls

Call privacy

The call privacy is set to **On** by default. The deskset allows only one device to use a line at a time. You can turn this setting off during a call to allow other telephones to join the call. The setting automatically returns to **On** after you hang up.





To turn call privacy off during a call:

1. During the call, press **MENU/SELECT**.
2. Press **MENU/SELECT** to select **Call Privacy**.
3. Press ▲ or ▼ to choose **Off**, then press **MENU/SELECT**. Other telephones can now join the call by pressing the corresponding line key (**LINE 1**-**LINE 4**).

To turn call privacy back on during a call:

1. During the call, press **MENU/SELECT**.
2. Press **MENU/SELECT** to select **Call Privacy**.
3. Press ▲ or ▼ to choose **On**, then press **MENU/SELECT**. The deskset displays **PRIV**. No extension can join the call now. If another extension tries to access the line you are using, it displays **Line is not available at this time**.

NOTE: You cannot set call privacy during intercom.

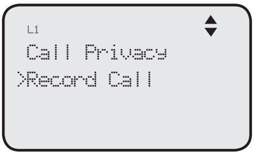
Options while on calls

Recording a call

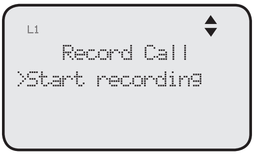
Use this feature to record a phone conversation during a call. The recording is treated the same as memos and is marked as a new message in the private mailbox. You cannot record a conference call or an intercom call and you cannot use another line while you are recording a phone conversation. Listen to recorded conversation the same way as incoming messages or memos (see **Message playback** on page 71).

To record a call:

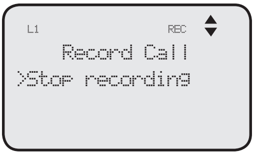
1. During a call, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Record call**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **Start recording**.
4. The recording starts and the screen shows **REC**. There is a beep sound.



L1 ▲▼
Call Privacy
>Record Call



L1 ▲▼
Record Call
>Start recording



L1 REC ▲▼
Record Call
>Stop recording

NOTE: To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

To stop recording:

Place the handset back to the deskset, or press **SPEAKER** 🔊 to hang up if you are using the speakerphone.

-OR-

1. Press **MENU/SELECT** during the recording.
2. Press ▲ or ▼ to scroll to **Record Call**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **Stop recording**. The system saves the conversation into the private mailbox.

Options while on calls

Chain dialing

While you are on a call, you can initiate a dialing sequence from the numbers in the directory, caller ID history, redial list or one-touch memory.

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory, caller ID history, redial list or one-touch memory.

To access the directory while on a call:

1. Press **DIRECTORY**, then press ▲ or ▼ to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired entry. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the call history while on a call:

1. Press **CALL HISTORY**, then press ▲ or ▼ to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired entry. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the redial list while on a call:

1. Press **AUTO REDIAL**, then press ▲ or ▼ to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired number. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the one touch entry while on a call:

Press the desired one-touch key for the number in the upper location.

-OR-

Press **LOWER**, then the desired one-touch key for the number in the lower location.

Redial

The last 10 telephone numbers dialed (up to 30 digits) are stored in system memory. If there is a cordless handset registered to this deskset, the redial memory is shared between the deskset and its registered cordless handset.

To view the 10 most recently dialed numbers

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press ▲ or ▼ to view other recently called numbers.
3. Press **CANCEL** to exit the redial list.

To redial a number

When the desired number displays on the screen:

- Lift the handset.

-OR-

- Press **SPEAKER** 🔊 or **HEADSET**.

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

To copy a redial entry to directory

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press ▲ or ▼ to view other recently called numbers.
3. Press **◀/REPEAT** or **▶/SKIP** to choose **Copy to DIR**, then press **MENU/SELECT**.
4. The deskset displays **Enter Name**. Use the dialing keys to enter the name (up to 15 characters).
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
   - Press **DELETE** to delete a character.
5. Press **MENU/SELECT** to save. The deskset displays **Enter Number**. Use the dialing keys to enter the number (up to 30 digits).
   - Press **DELETE** to delete a digit.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
   - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
   - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.

Redial

To copy a redial entry to directory (continued)

- You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose ⬍**Add flash**, then press **MENU/SELECT**. An **F** appears on the screen.

6. Press ▲ or ▼ to choose **Done**, then press **MENU/SELECT**. To exit without making changes, press ▲ or ▼ to choose ⬍**Cancel** and then press **MENU/SELECT**, or press **CANCEL** to return to the previous menu.

To copy a redial entry to one-touch memory

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press ▲ or ▼ to view other recently called numbers.
3. Press ◀**/REPEAT** or ▶**/SKIP** to choose **Copy to 1-touch**, then press **MENU/SELECT**.
4. The deskset displays **Press a 1-touch key to save the number**.
   - Press the one-touch button for the destination party in the upper location (the first 16 one-touch location).

     -OR-
   - Press **LOWER**, then press the one-touch button for the destination party in the lower location (the second 16 one-touch location).
5. The deskset displays **Number saved to 1-touch key**.

To delete a number

While the screen displays the desired number, press **DELETE** to delete the number from the redial memory. The screen displays **Redial deleted**.

Redial

Auto-redial

Use this feature to automatically redial a number up to ten times.

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press ▲ or ▼ to view other recently called numbers.
3. While the screen displays the desired number, press **◀/REPEAT** or **▶/SKIP** to choose **Auto redial**, then press **MENU/SELECT**.
4. The telephone calls the desired number using the speakerphone. The screen displays **Redial in XX sec**.
5. When the other party answers, you will need to take an action to speak with the other party and stop the auto-redial attempts. Lift the handset, press **SPEAKER** 🔈 or **HEADSET** to speak with the other party.
   - After a call is placed, if the line is busy, you will hear a busy tone for a few seconds before the set hangs up. The call will be redialed 30 seconds later. This process repeats up to 10 times or until the called number is no longer busy. If the line is still busy after 10 attempts, no more attempts are made.
   - If the line is ringing but no party answers after two attempts, no more attempts are made.
   - If you want to turn off the auto-redial feature during the 30-second waiting time, press **CANCEL**.

Conference call

The system can support 5-way conference with a maximum of one outside call and four system extensions (including the initiating party), or two outside calls and three system extensions (including the initiating party). The outside call must be established first because an intercom call cannot be placed on hold.

There are two ways to establish a conference call.

A. Inviting parties using Intercom

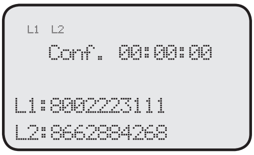
The party who initiates the conference invites other system extensions to join the conference by using intercom after establishing the first outside call.

-OR-

B. Join a call in progress

Other system extensions can join the call in progress by pressing the line key which is currently in use for the conference to join the call.

A. Inviting parties using Intercom



L1 L2
Conf. 00:00:00
L1:8002223111
L2:8662884268

1. Make or answer an outside call.
2. Press another available line key to make another outside call. The original outside call is put on hold. When the external party picks up, you can have a private conversation with that party.

   -OR-

   Press **INTERCOM**. The outside call is put on hold. Press ▲ or ▼ to scroll to the desired extension, or enter the desired extension number directly. The called extension picks up the intercom call. You can now have a private conversation with that extension.
3. Press **CONFERENCE** at any time to begin the conference call.
4. If necessary, repeat steps 2-3 above to invite another system extension to join the conference until the maximum capacity is reached.
5. Place the corded handset on the deskset or press **SPEAKER** 🔉 if you are using speakerphone to hang up. If the party who initiates the conference call hangs up, the conference call will be ended. The call will also be ended when all parties hang up.

To drop an outside line

- If you want to drop an outside line during a conference call, press the corresponding line key (**LINE 1-LINE 4**).

-OR-

- If the other end of the outside line hangs up the call, press the corresponding line key (**LINE 1-LINE 4**) to release that line for other system extension use.

NOTE: If you want to start a conference with two outside calls, make sure you have invited two outside calls before inviting any system extensions.

Conference call

B. Join a call in progress

1. Make or answer an outside call on the deskset, then press **MENU/SELECT**.
2. Press **MENU/SELECT** to select **Call Privacy** on your deskset.
3. Press ▲ or ▼ to choose **Off**, then press **MENU/SELECT**.
4. Any system extension can join the call by pressing the line key currently in use to join the conference. When there is an extension joining the conference, you have to turn off the call privacy setting (steps 2-3 above) on that extension if you want another extension to join the call.
5. If necessary, repeat step 4 until the maximum capacity is reached.
6. Place the corded handset on the deskset or press **SPEAKER** 🔊 if you are using speakerphone to hang up. The call will be ended when all parties hang up.

NOTES:

- If the system extension who initiated the call does not turn off the call privacy setting and you try to join that call, the screen displays **Line is not available at this time**.
- We recommend you to have no more than five parties in a conference call. A conference call can hold more than five parties but the performance of the call is not guaranteed.
- If you have answered another outside call during a conference and want to resume the original call, end the existing call first, then lift the corded handset, or press **SPEAKER** 🔊, or press **CONFERENCE**.
- If you are experiencing difficulty in using the conference features on this telephone, please consider using AT&T's complete line of teleconference services to find a solution that best meets your needs. AT&T TeleConference Services reduces travel time and expenses while increasing productivity wherever people are located, enabling you to host truly virtual meetings and share important information in real time. To sign up for AT&T TeleConference Services, go to: **www.att.com/orderconference** for details.

Conference call

Call scenario

The table below provides you with more information on the number of outside lines available for use during a conference call under different call scenarios.

A. Inviting parties using Intercom

Device that starts a conference call	Number of outside calls in a conference	Number of extensions in a conference	Outside lines available for other extension to use
Console	1	1	2
	1	2	1
	2	1	1
	2	2	0
Deskset	1	1	3
	1	2	3
	2	1	2
	2	2	2

B. Join a call in progress

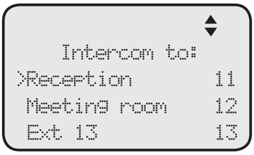
Device that starts a conference call	Number of outside calls in a conference	Number of system extensions joined in a conference	Outside lines available for other extension to use
Console/Deskset	1	1	2
		2	1
		3	0

Intercom

You can use the intercom feature for conversations between this deskset and a system deskset, or between two system desksets.

The console and each deskset in the telephone system MUST be assigned a unique extension number for the intercom feature to work. The assignment is done when the deskset is initially set up.

Make an intercom call to an extension



Intercom to:
>Reception 11
Meeting room 12
Ext 13 13

1. Press **INTERCOM** on the deskset when it is idle.
2. Press ▲ or ▼ to scroll to a desired extension, then press **MENU/SELECT**.

   -OR-

   Use the dialing keys to dial the extension number.
3. The screen displays **Intercom to: XX** (**XX** represents the extension number of destination device).

NOTES:

- Before the intercom call is answered, you can cancel the intercom by pressing **SPEAKER** 🔊 or **CANCEL**.
- You cannot intercom an extension that is on a call.
- If all four telephone lines are in use, the intercom feature is not available.

Answer an intercom call

When you receive an intercom call, you hear a ringing tone and your screen displays **Intercom from: XX** (**XX** represents the extension number of the calling device). Lift the handset or press **SPEAKER** 🔊 to answer.

End an intercom call

Place the handset back to the deskset or press **SPEAKER** 🔊 if you are using the speakerphone.

Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, there is an alert tone.

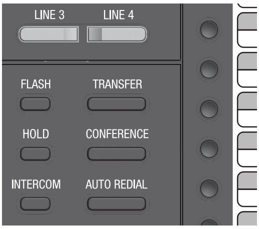
To answer the call, press the corresponding line key (**LINE 1-LINE 4)**. The intercom call ends automatically.

Call transfer

You can transfer a call to any other system telephone. Once you transfer a call, it can be answered by any system telephone, not just at the extension you called.

Blind transfer

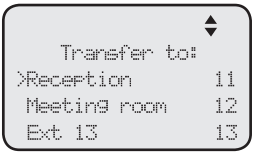
While on a call, you can transfer a call directly without notifying the desired extension:



1. Press **TRANSFER** on the deskset while on a call. The call is put on hold.
2. Press ▲ or ▼ to scroll to the desired extension, then press **MENU/SELECT.**

   -OR-

   Use the dialing keys to dial the extension number.
3. The destination device rings. Choose either option below.
   - Answer the call by lifting the corded handset, or pressing **SPEAKER** 🔊.
   - You can resume the call by pressing the corresponding flashing line key (**LINE 1**-**LINE 4**) on the deskset before the destination device answers the call.
4. Put the corded handset on the deskset or press **SPEAKER** 🔊 to hang up.



Transfer to:
>Reception 11
Meeting room 12
Ext 13 13

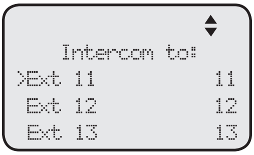
NOTES:

- If you transfer a call to an extension that does not exist, the call ends.
- The transferred call will only ring on the destination extension for three minutes.
- The extension which initiated the transfer can retrieve the call within 10 minutes after the call has been transferred by pressing the corresponding line key.
- The transferred call ends if the destination extension doesn't answer after 10 minutes.

Call transfer using intercom

Transfer a call and speak to the receiving party

You can transfer a call and speak to the receiving party before completing the transfer while on a call:



```
                 ▲▼
    Intercom to:
>Ext 11           11
 Ext 12           12
 Ext 13           13
```

1. Press **INTERCOM** on the deskset while on a call. The call is put on hold.
2. Press ▲ or ▼ to scroll to a desired extension, then press **MENU/SELECT**.

   -OR-

   Use the dialing keys to enter the desired extension number.
3. The destination extension rings and the call is answered by lifting the handset or pressing **SPEAKER** 🔊. You can now talk to the destination party privately.
4. Press **TRANSFER** to transfer the call to the destination extension.

One touch

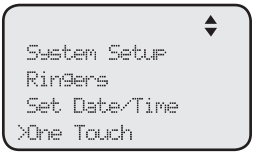
This deskset has 32 one- and two-touch memory locations (speed dial locations) where you can store the phone numbers you wish to dial using fewer keys than usual. You can store up to 30 digits in each location.

You can access the first 16 locations using only the one-touch buttons. To access the remaining 16 locations, press **LOWER** and then the one-touch button for the desired location. You might wish to write the names or telephone numbers of the one-touch entries on the directory card, using the light gray spaces for the upper 16 locations and the white spaces for the lower 16 locations.

Assign a one-touch entry

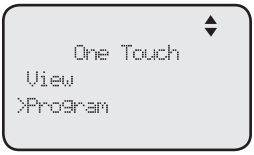
Use the following steps to program the one-touch keys.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **One Touch**, then press **MENU/SELECT** or **▶/SKIP**.



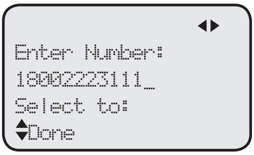
▲▼
System Setup
Ringers
Set Date/Time
>One Touch

3. Press ▲ or ▼ to scroll to **Program**, then press **MENU/SELECT** or **▶/SKIP**.



▲▼
One Touch
View
>Program

4. The screen displays **Enter Number:**
5. Use the dialing keys to enter a deskset number (up to 30 digits).
   - Press **DELETE** to delete a digit.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
   - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **⬍Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.



◀▶
Enter Number:
18002223111_
Select to:
⬍Done

   - Store a signal for switching to temporary tone signaling. If you have dial pause (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **⬍Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
   - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **⬍Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.

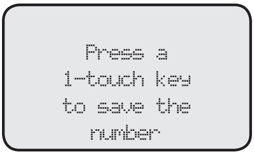
One touch

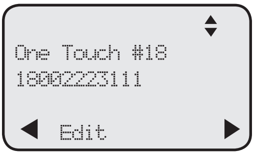
Assign a one-touch entry (continued)

6. Press ▲ or ▼ to choose ⬍**Done**, then press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press ▲ or ▼ to choose ⬍**Cancel**, then press **MENU/SELECT**, or press **CANCEL** to previous menu.
7. The screen displays **Press a 1-touch key to save the number**.
8. Press the desired one-touch key to store a the telephone number in the upper location.

   -OR-

   Press **LOWER**, then press the desired one-touch key to store the telephone number in the lower location.
9. The screen displays **Number saved to 1-touch key** briefly, and then **One Touch #XX** (**X** represents the one-touch location) and the telephone number.

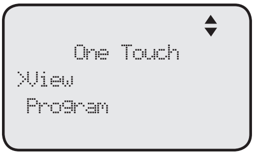

Press a
1-touch key
to save the
number


One Touch #18
18002223111

NOTE: If the one-touch location already has an assigned number, the screen displays **Replace 1-touch key memory?** Press **MENU/SELECT** to replace the old number with the new one.

Review the one-touch entry

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **One Touch**, then press **MENU/SELECT** or ▶**/SKIP**.
3. Press ▲ or ▼ to scroll to **View**, then press **MENU/SELECT** or ▶**/SKIP**.
4. Press ▲ or ▼ to scroll to the desired one-touch location. The screen displays the one-touch location number and the telephone number.



To dial a one-touch entry

When the deskset is idle, press the desired one-touch button for the destination party in the upper location.

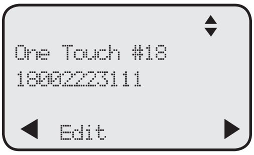
-OR-

When the deskset is idle, press **LOWER**, then press the one-touch button for the destination party in the lower location.

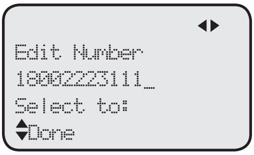
The deskset dials the one-touch number using the speakerphone.

One touch

Edit the one-touch key



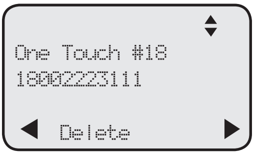
One Touch #18
18002223111
◀ Edit ▶



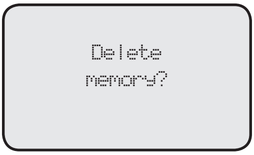
Edit Number
18002223111_
Select to:
⬍Done

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **One Touch**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **View**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to the desired one-touch location.
5. Press **MENU/SELECT** to select **Edit**.
6. The screen displays **Edit Number**. Use the dialing keys to edit the number.
   - Press **DELETE** to delete a digit.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
   - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **⬍Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
   - Store a signal for switching to temporary tone signaling. If you have dial pause (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **⬍Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
   - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **⬍Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.
7. Press ▲ or ▼ to scroll to **⬍Done,** then press **MENU/SELECT** to save the setting.

Delete an one-touch key



One Touch #18
18002223111
◀ Delete ▶



Delete
memory?

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **One Touch**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **View**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to the desired one-touch location.
5. Press **▶/SKIP** to scroll to **Delete**, then press **MENU/SELECT**.
6. The deskset displays **Delete memory?** Press **MENU/SELECT** to confirm. To exit without making changes, press **CANCEL**.

About the directory

Use the directory to store names and phone numbers. Directory entries are not shared with other extensions. The console and each deskset have their own directories. If a cordless handset is registered to this deskset, the directory memory is shared between the deskset and its registered cordless handset.

Capacity

The directory of this deskset can store up to 50 entries, with a maximum of 15 alphanumeric characters (including spaces) for names and 30 digits for telephone numbers. A convenient search feature can help you quickly find and dial numbers (page 54).

If there are already 50 entries, the screen shows **Directory memory full**. You cannot store a new number until you delete one. If you try to view the directory when there are no entries, the screen displays **Directory empty**.

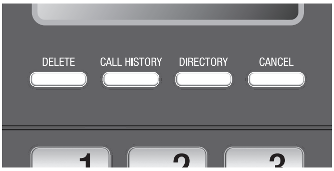
Exit the directory

On the deskset, press **CANCEL** to cancel an operation and return to previous screen.

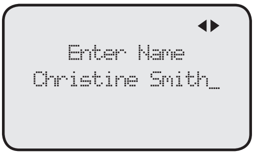
Create directory entries

Create a new directory entry

Use the following steps to store a name and number in the directory.



1. When the deskset is idle, press **DIRECTORY**.
2. The deskset shows a summary with the number of directory entries stored. Press **MENU/SELECT** to add an entry.
3. The screen displays **Enter Name**. Use the dialing keys to enter the name (up to 15 characters). Each time you press a key, the character on that key appears. When entering a name in the directory, the first letter of each word is automatically capitalized. Additional key presses produce other characters on that key. See the chart below.


◀▶
Enter Name
Christine Smith_

Dialing keys	Characters by number of key presses										
	1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**
1	1	.	-		(	)	*	#	&	/	,
2	a	b	c	A	B	C	2				
3	d	e	f	D	E	F	3				
4	g	h	i	G	H	I	4				
5	j	k	l	J	K	L	5				
6	m	n	o	M	N	O	6				
7	p	q	r	s	P	Q	R	S	7		
8	t	u	v	T	U	V	8				
9	w	x	y	z	W	X	Y	Z	9		
0	Space	0									
*											
#											

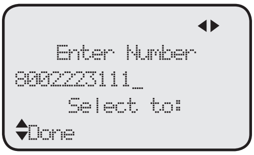
- Press **DELETE** to delete a character.
- Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
- Press **0** to add a space.

4. Press **MENU/SELECT** to save. The screen displays **Enter Number**. Use the dialing keys to enter the number (up to 30 digits).
   - Press **DELETE** to delete a digit.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
   - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **⬍Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.

Create directory entries

Create a new directory entry (continued)

- Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **⬍Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.

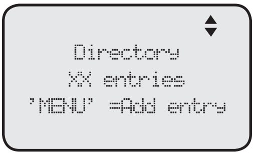

◀▶
Enter Number
8002223111_
Select to:
⬍Done

- You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **⬍Add flash**, then press **MENU/SELECT**. An **F** appears on the screen.

5. Press ▲ or ▼ to scroll to **⬍Done**, then press **MENU/SELECT**. To exit without making changes, press **CANCEL**, or press ▲ or ▼ to scroll to **⬍Cancel**, then press **MENU/SELECT**.

Review directory entries

1. When the deskset is idle, press **DIRECTORY**. The screen displays a summary with the number of directory entries stored.
2. Press ▲ or ▼ to browse through the directory. Entries appear alphabetically by the first letter in the name.
3. Press **CANCEL** to cancel an operation and return to idle mode.


⬍
Directory
XX entries
'MENU' =Add entry

Search directory

Search by name

Follow the steps below to search for directory entries on the deskset.

1. Press **DIRECTORY** on the deskset. The screen displays a summary with the number of directory entries stored.
2. Press ▲ or ▼ to browse through the directory.
3. When a name appears, press the dial pad keys (**2-9**) to start a name search.
   - The directory shows the first name beginning with the first letter associated with the dial pad key, if there is an entry in the directory beginning with that letter. If there is no entry matching the letter you press, it remains in the current entry.
4. To see other names starting with the letters on the same dial pad key, keep pressing the key. The names appear in alphabetical order.

   For example, if you have the names **Jennifer**, **Jessie**, **Kevin** and **Linda** in your directory:
   - If you press **5 (JKL)** once, you see **Jennifer**.
   - If you press **5 (JKL)** twice, you see **Kevin**.
   - If you press **5 (JKL)** three times, you see **Linda**.
   - To view **Jessie**, press ▼ while **Jennifer** is displayed.

Dial, delete or edit entries

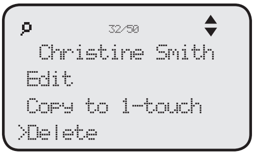
You can dial, delete or edit a directory entry (name and number) when it is shown on the deskset screen. You can use the directory review (page 53) or name search (page 54) to show an entry.

Display dial

When a number is displayed on the screen, you can dial the number by lifting the corded handset, or pressing **SPEAKER** 🔊 or the desired line key (**LINE 1**-**LINE 4**).

Delete an entry

1. When a directory entry appears, press **MENU/SELECT**.
2. Press ▲ or ▼ to choose **Delete**, then press **MENU/SELECT**.
3. The deskset displays **Delete contact?** Press **MENU/SELECT** to confirm.



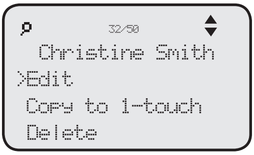
```
32/50
 Christine Smith
Edit
Copy to 1-touch
>Delete
```

-OR-

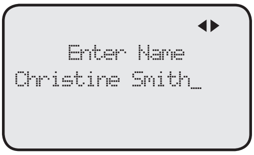
When a directory entry appears, press **DELETE**, then press **MENU/SELECT** to confirm.

Dial, delete or edit entries

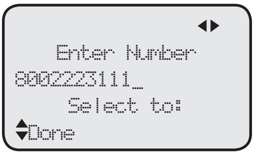
Edit an entry



32/50
Christine Smith
>Edit
Copy to 1-touch
Delete



Enter Name
Christine Smith_



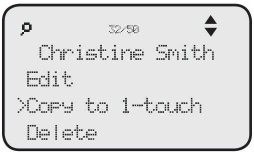
Enter Number
8002223111_
Select to:
⬍Done

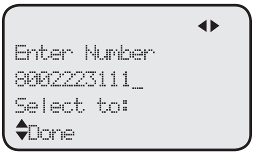
1. When a directory entry appears, press **MENU/SELECT**.
2. Press ▲ or ▼ to choose **Edit**, then press **MENU/SELECT**.
3. The screen displays **Enter Name**. Use the dialing keys to edit the name. If you only want to edit the number, skip to step 4.
   - Press **DELETE** to delete a character.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
4. Press **MENU/SELECT** to save. The screen displays **Enter Number**. Use the dialing keys to edit the number.
   - Press **DELETE** to delete a digit.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
   - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **⬍Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
   - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **⬍Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
   - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **⬍Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.
5. Press ▲ or ▼ to scroll to **⬍Done**, then press **MENU/SELECT**. To exit without making changes, press **CANCEL**.

Dial, delete or edit entries

Copy a directory entry to one touch

1. When a directory entry appears, press **MENU/SELECT**.
2. Press ▲ or ▼ to choose **Copy to 1-touch**, then press **MENU/SELECT**.
3. The screen displays **Enter Number**. Use the dialing keys to edit the number.





   - Press **DELETE** to delete a digit.
   - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
   - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **⬍Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
   - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **⬍Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
   - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **⬍Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.
4. Press ▲ or ▼ to scroll to **⬍Done**, then press **MENU/SELECT**.
5. The deskset displays **Press a 1-touch key to save the number**.
   - Press the one-touch button for the destination party in the upper location.

     -OR-
   - Press **LOWER**, then press the one-touch button for the destination party in the lower location.
6. The deskset displays **Number saved to 1-touch key**.

About the caller ID

This telephone supports caller ID services that most telephone service providers offer. Caller ID allows you to see the name, number, date and time of calls. Depending on your service subscription, you might see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID information might not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers.

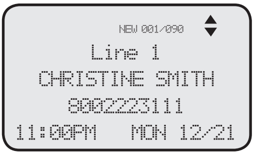
This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment.

Information about caller ID with call waiting

Caller ID with call waiting lets you see the name and telephone number of the caller before answering the telephone, and while on another call.

It might be necessary to change telephone service to use this feature. Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you might need to combine these services).
- You only have caller ID service, or only call waiting service.
- You do not subscribe to caller ID or call waiting services.



NEW 001/090
Line 1
CHRISTINE SMITH
8002223111
11:00PM MON 12/21

There are fees for caller ID services. In addition, services may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment. The time and date, along with the call information, are from the telephone service provider.

NOTES:

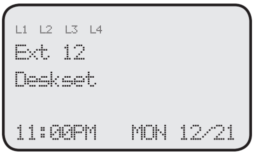
- You can use this product with regular caller ID service, or you can use this product's other features without subscribing to caller ID or combined caller ID with call waiting service.
- The format of telephone numbers displayed depends on the home area code you set (See **Home area code** on page 28 for explanations and instructions on area code settings).

Caller ID information

How the caller ID information (call log) works

The telephone stores caller ID information for the last 200 incoming calls in the deskset. Entries are stored in reverse chronological order. The telephone deletes the oldest entry when the log is full to make room for new calls.

Each extension has independent caller ID information. Deleting the caller ID information on any one extension does not affect the caller ID information on other extensions.

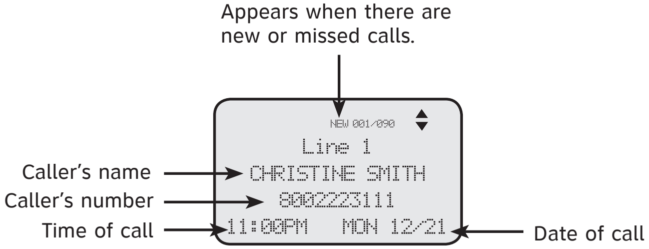

L1 L2 L3 L4
Ext 12
Deskset
11:00PM MON 12/21

If you have a cordless handset registered to this deskset, the caller ID memory is shared between the deskset and the cordless handset.

If you answer a call before the information appears on the screen, it does not show in the caller ID information.

Review the caller ID information to determine who called, to easily return the call, or to copy the caller's name and number into your directory or one-touch memory.

The time and date of the call and the caller's name and telephone number are included in the display.


NEW 001/090 ▲▼
Line 1
CHRISTINE SMITH
8002223111
11:00PM MON 12/21

If you subscribe to caller ID service, this phone automatically resets the time and date using the caller ID information from the first incoming call after initial setup, or each time the power resumes after a power outage.

NOTES:

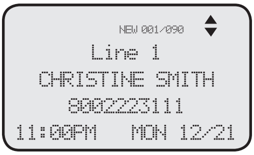
- The caller ID information might not be available for every incoming call. Callers might intentionally block their names and/or telephone numbers.
- Each entry can store up to 30 digits for the telephone number and 15 characters for the name.

Caller ID operation

Memory match

If the incoming telephone number is an exact match with a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Christine Smith calls, her name appears as Chris if this is how you entered it into your directory.



```
NEW 001/090
Line 1
CHRISTINE SMITH
8002223111
11:00PM   MON 12/21
```

NOTE: The number you see on your caller ID is in the format from the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number). The telephone system ignores the area code when searching for a match and displays the name of the first corresponding number from the directory.

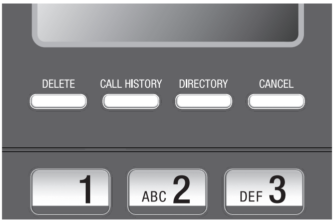
Missed (new) calls indicator

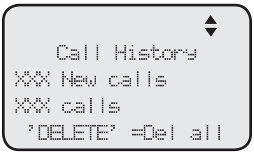
When there are new or missed calls and you try to review the caller ID log by pressing **CALL HISTORY**, the screen shows **XX New call(s)**.

All new or missed entries are counted as missed calls. Each time you review a call history entry with the icon **NEW**, the number of missed calls decreases by one. When all the entries in the caller ID information become old (have been reviewed), the system removes the missed calls alert from the display, and the **NEW** indicator turns off.

Review the caller ID information

1. When the deskset is idle, press **CALL HISTORY**. The deskset displays **XX New calls** (the number of missed call) and **XX calls** (the total number of missed calls and reviewed calls).
2. Press ▲ or ▼ to review the caller ID information. The caller ID entries are stored in reverse chronological order starting with the most recent entry.
3. To exit without making changes, press **CANCEL**.





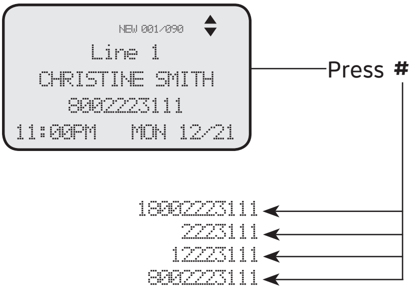
```
Call History
XXX New calls
XXX calls
'DELETE' =Del all
```

Caller ID operation

View dialing options

Although the incoming call history entries have 10 digits (the area code plus the seven-digit number), in some areas, you may need to dial the seven digits only, 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can change and store the number of digits that you dial in the call history.

While reviewing the call history, press **#** (pound key) repeatedly on the deskset to show different dialing options for local and long distance numbers before dialing or saving the telephone number in the directory.


NEW 001/090
Line 1
CHRISTINE SMITH
8002223111
11:00PM MON 12/21
Press #
18002223111
2223111
12223111
8002223111

Dial a call history entry

1. When in the caller ID history, press ▲ or ▼ to browse the number you wish to call.
2. Lift the handset or press **SPEAKER** 🔊.

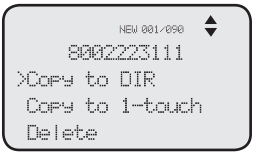
   -OR-

   To override automatic line selection, press the desired line key (**LINE 1**-**LINE 4**), then lift the handset to call.

Caller ID operation

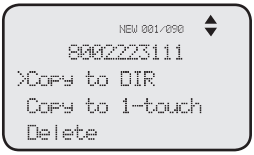
Save a call history entry to the directory

1. When in the caller ID history, press ▲ or ▼ to browse to the number you wish to save.
2. Press **MENU/SELECT**, then press ▲ or ▼ to choose **Copy to DIR**.



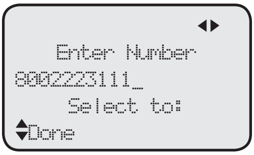
NEW 001/090 ⇕
8002223111
>Copy to DIR
Copy to 1-touch
Delete

3. Press **MENU/SELECT**. The screen displays **Enter Name**. Use the dialing keys to edit the name.
    - Press **DELETE** to delete a character.
    - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.



NEW 001/090 ⇕
8002223111
>Copy to DIR
Copy to 1-touch
Delete

4. Press **MENU/SELECT** to save. The screen displays **Enter Number**. Use the dialing keys to edit the number.
    - Press **DELETE** to delete a digit.
    - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
    - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **⇕Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
    - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **⇕Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
    - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **⇕Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.



◀▶
Enter Number
8002223111_
Select to:
⇕Done

5. Press ▲ or ▼ to scroll to **⇕Done**, then press **MENU/SELECT**. To exit without making changes, press **CANCEL**.

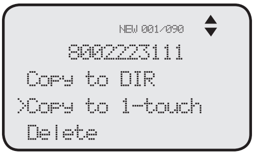
NOTE: You will need to change how a caller ID number is dialed if the entry does not appear in the correct format. Caller ID numbers may appear with an area code that might not be necessary for local calls, or without a 1 that might be necessary for long distance calls (see **View dialing options** on the previous page for more information).

Caller ID operation

Copy a caller ID entry to one touch

1. When the desired number appears, press **MENU/SELECT**.
2. Press ▲ or ▼ to choose **Copy to 1-touch**, then press **MENU/SELECT**.
3. The deskset displays **Press a 1-touch key to save the number**.
   - Press the one-touch button for the destination party in the upper location.

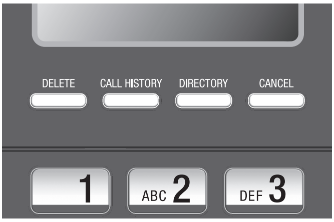
     -OR-
   - Press **LOWER**, then press the one-touch button for the destination party in the lower location.
4. The deskset displays **Number saved to 1-touch key**.


NEW 001/090
8002223111
Copy to DIR
>Copy to 1-touch
Delete

Delete entries

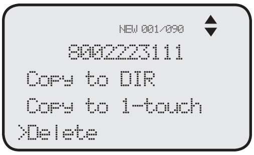
To delete a call history entry:

1. When in the caller ID history, press ▲ or ▼ to browse to the number you wish to delete.
2. Press **DELETE** to delete the shown entry from the caller ID history.
3. The screen displays **Caller ID deleted**.


DELETE
CALL HISTORY
DIRECTORY
CANCEL
1
ABC 2
DEF 3

-OR-

1. When in the caller ID history, press ▲ or ▼ to scroll to the desired number you wish to delete.
2. Press **MENU/SELECT**, then press ▲ or ▼ to choose **Delete**.
3. Press **MENU/SELECT**, the screen displays **Caller ID deleted**.


NEW 001/090
8002223111
Copy to DIR
Copy to 1-touch
>Delete

To delete all call history entries:

1. When the deskset is idle, press **CALL HISTORY**.
2. Press **DELETE**. The screen displays **All calls deleted**, then returns to the idle screen.

Reasons for missing caller ID information

Reasons for missing caller ID information

There are also occasions when other information or no information shows for various reasons:

On-screen message	Reason
PRIVATE NAME	The caller prefers not to show the name.
PRIVATE NUMBER	The caller prefers not to show the phone number.
PRIVATE CALLER	The caller prefers not to show the phone number and name.
UNKNOWN NAME	Your telephone service provider cannot determine the caller's name.
UNKNOWN NUMBER	Your telephone service provider cannot determine the caller's number.
UNKNOWN CALLER	No information is available about this caller.

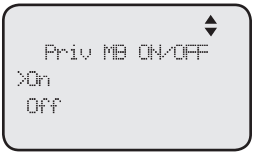
Private mailbox setup

This deskset has a private mailbox that can answer calls and record messages when the auto attendant of the console and the private mailbox are turned on.

When the auto attendant in the console picks up a call, the caller has to enter the extension number of this deskset to access the private mailbox. The private mailbox answers the call after the ring delay time you set in the **Private mailbox delay** section below.

Private mailbox on/off

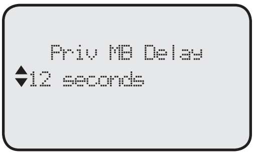
You can turn the private mailbox on or off. The deskset displays **MB** when the private mailbox is set to **On**.


Priv MB ON/OFF
>On
Off

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Priv MB ON/OFF**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting.

Private mailbox delay

Use this feature to choose how long this phone rings before the private mailbox picks up a call.


Priv MB Delay
12 seconds

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Priv MB Delay**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to choose the desired time (**12** seconds to **40** seconds).
5. Press **MENU/SELECT**.

Message Guard®

The answering system protects the recorded messages from loss in the event of a power failure.

NOTE: Incoming messages shorter than two seconds are not recorded.

Message Guard® is a registered trademark of Advanced American Telephones.

Private mailbox setup

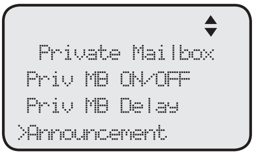
Announcement

An announcement plays when calls are answered by the private mailbox. The system has a default announcement, *“Hello, please leave a message after the tone.”* You can use this announcement or record your own.

You can record an announcement up to 75 seconds.

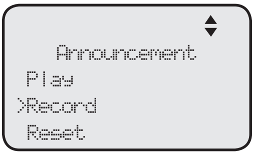
To record the announcement:

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or **▶/SKIP**.



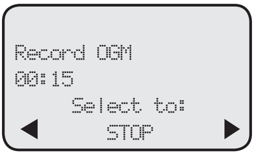
Private Mailbox
Priv MB ON/OFF
Priv MB Delay
>Announcement

4. Press ▲ or ▼ to scroll to **Record**, then press **MENU/SELECT** or **▶/SKIP**.



Announcement
Play
>Record
Reset

5. Facing the deskset, record your announcement. The screen displays **Record OGM** and the time elapsed. Press **MENU/SELECT** to select **STOP** to stop recording.

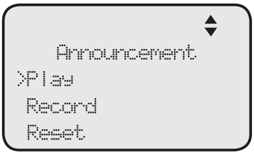


Record OGM
00:15
Select to:
◀ STOP ▶

NOTE: Announcements shorter than two seconds are not recorded.

To play the announcement:

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to **Play**, then press **MENU/SELECT** or **▶/SKIP**.



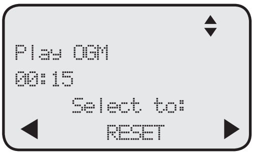
Announcement
>Play
Record
Reset

5. The screen displays **Play OGM** and the time elapsed. Press **◀/REPEAT** or **▶/SKIP** to choose **STOP**, then press **MENU/SELECT** to stop the playback.

Private mailbox setup

To reset the announcement:

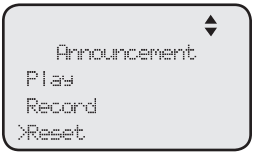
1. During playback, press ◀**/REPEAT** or ▶**/SKIP** to select **RESET**, then press **MENU/SELECT** to reset the announcement to default. The screen displays **Reset announcement to default?**
2. Press **MENU/SELECT** to confirm.



Play OGM
00:15
Select to:
◀ RESET ▶

-OR-

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ▶**/SKIP**.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or ▶**/SKIP**.
4. Press ▲ or ▼ to scroll to **Reset**, then press **MENU/SELECT** or ▶**/SKIP**. The screen displays **Reset announcement to default?**
5. Press **MENU/SELECT** to confirm.

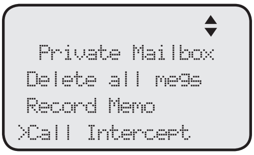


Announcement
Play
Record
>Reset

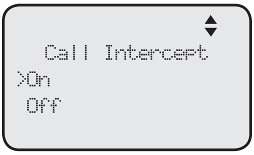
Call intercept

When a caller is leaving a message on your private mailbox, you can stop the recording and talk to the caller by pressing the corresponding line key (**LINE 1-LINE 4**). Choose whether private incoming messages can be intercepted by the deskset during recording.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ▶**/SKIP**.
3. Press ▲ or ▼ to scroll to **Call Intercept**, then press **MENU/SELECT** or ▶**/SKIP**.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or ▶**/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



Private Mailbox
Delete all msgs
Record Memo
>Call Intercept



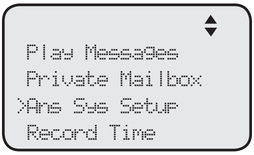
Call Intercept
>On
Off

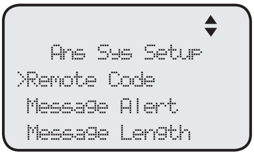
Answering system setup

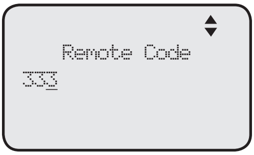
Remote access code

Use this code to select a three-digit number to allow remote access of the answering system from another telephone. You can change the code to any number from **000-999**. This code is **333** by default.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or **►/SKIP**.
3. Press ▲ or ▼ to scroll to **Remote Code**, then press **MENU/SELECT** or **►/SKIP**.
4. The screen displays **Remote Code**. Use the dialing keys to enter a three-digit remote code.
    - Press **DELETE** to delete a digit.
    - Press **◄/REPEAT** or **►/SKIP** to move the cursor to the left or right.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.


Play Messages
Private Mailbox
>Ans Sys Setup
Record Time


Ans Sys Setup
>Remote Code
Message Alert
Message Length

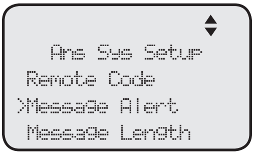

Remote Code
333

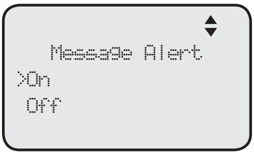
Message alert

Use this feature to turn the audible message alert on or off.

If the message alert tone is on, the deskset beeps every 30 seconds when there are messages in the private mailbox.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or **►/SKIP**.
3. Press ▲ or ▼ to scroll to **Message Alert**, then press **MENU/SELECT** or **►/SKIP**.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or **►/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◄/REPEAT**.


Ans Sys Setup
Remote Code
>Message Alert
Message Length


Message Alert
>On
Off

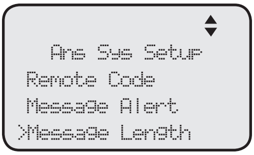
Answering system setup

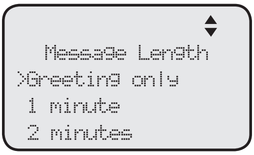
Message Length

Use this feature to set the maximum length of each recorded message.

If you choose **Greeting only**, the caller hears the selected announcement but is not able to record a message. If you choose **1 minute**, **2 minutes** or **3 minutes**, the caller can record a message up to that specific time period. If you choose **Unlimited**, the caller can record a message of any length, up to the remaining time for all messages and memos.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Message Length**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to choose **Greeting only**, **1 minute**, **2 minutes**, **3 minutes**, or **Unlimited**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

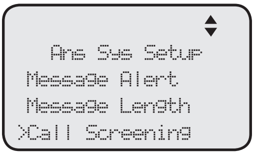

Ans Sys Setup
Remote Code
Message Alert
>Message Length

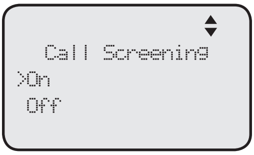

Message Length
>Greeting only
1 minute
2 minutes

Call screening

Use this feature to choose whether incoming messages can be heard over the speaker when they are being recorded. If you turn call screening on, your hear the incoming message on your deskset when a call comes in.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Call Screening**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.


Ans Sys Setup
Message Alert
Message Length
>Call Screening

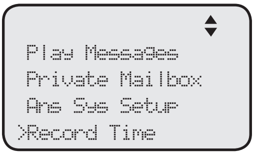

Call Screening
>On
Off

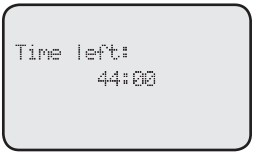
Answering system setup

Recording time

Use this feature to check the remaining recording time in the system.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Record Time**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **CANCEL** to return to the previous menu.


Play Messages
Private Mailbox
Ans Sys Setup
>Record Time



```
Time left:
      44:00
```

Answering system operation

New message indication

The QO icon displays on the deskset when there are new messages and/or memos in the private mailbox.

The **MESSAGE WAITING** indictor on the deskset flashes when there are messages in private mailbox.

Call screening

If the answering system and call screening are turned on (see **Call screening** on page 69), the announcement and the incoming message broadcast at the deskset when a call arrives. During message recording, press **▲/VOLUME** or **VOLUME/▼** to adjust the volume.

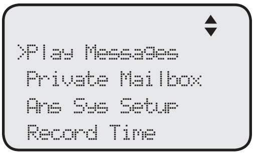
Call intercept

When a caller is leaving a message on your private mailbox, you can stop the recording and talk to the caller by pressing the corresponding line key (**LINE 1-LINE 4**). You can turn this feature on or off. See **Call intercept** on page 67

Message playback

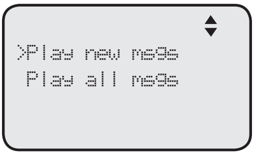
You can choose to play the new messages only or play all messages (new messages and old messages).

Before playing each message, the system announces the date and time of the recording. After the last message, you hear "*End of the messages.*"



To listen to messages in the mailbox:

1. While the deskset is idle, press **ANS SYS** on the deskset.
2. Press ▲ or ▼ to choose **Play Messages**, then press **MENU/SELECT**.



3. Press ▲ or ▼ to choose **Play new msgs** to play the new messages only or **Play all msgs** to play all the messages in the mailbox.
4. Press **MENU/SELECT** or **▶/SKIP** to play the messages.
5. The system announces the number of messages, date and time the message received, then starts playing the messages. If there are no messages in the mailbox, the system announces, *"No new messages."* if you have chosen **Play new msgs**, or *"No messages."* if you have chosen **Play all msgs**.

Answering system operation

Options during playback

When a message is playing, you can adjust the playback volume, skip, repeat, or delete the message.

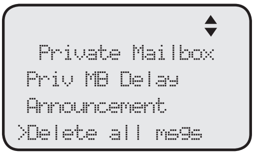
When a message is playing on the deskset:

- Press **▲/VOLUME** or **VOLUME/▼** to adjust the message playback volume.
- Press **▶/SKIP** after the date and time announcement to skip to the next message.
- Press **◀/REPEAT** or to repeat the current message. Immediately press **◀/REPEAT** after the date and time announcement to hear the previous message.
- Press ▲ or ▼ to scroll to **Stop**, then press **MENU/SELECT** to stop the message playback, or select **Start**, then press **MENU/SELECT** to start the message playback.
- Press **DELETE** after the date and time announcement to delete the message. The system announces "*Message deleted.*"

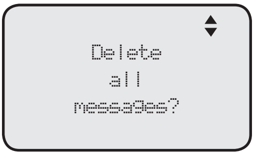
Delete all private mailbox messages

You can use this feature to delete all messages stored in the private mailbox.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Delete all msgs**, then press **MENU/SELECT** or **▶/SKIP**.
4. The screen displays **Delete all messages?** Press **MENU/SELECT** to confirm. The screen displays **All messages are deleted**.



Private Mailbox
Priv MB Delay
Announcement
>Delete all msgs

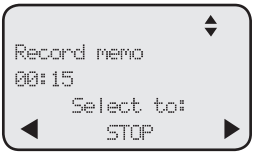


Delete
all
messages?

Record memo

Memos are messages you record as reminders for yourself. Play and delete them the same way as incoming messages.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Record Memo**, then press **MENU/SELECT** or **▶/SKIP**.
4. Facing the deskset, record your memo. The screen displays **Record memo** and the time elapsed. Press **◀/REPEAT** or **▶/SKIP** to select **STOP**, then press **MENU/SELECT** to stop recording.



Record memo
00:15
Select to:
◀ STOP ▶

NOTE: Memos shorter than two seconds are not recorded.

Remote access

Use this feature to reach your answering system remotely by calling any telephone line connected this deskset from any touch-tone telephone. Make sure the auto attendant feature of your MS2085 console is turned on for this feature to work. Remote access can only play messages stored in the private mailbox.

To remotely reach the answering system:

1. Dial any telephone line connected to the console from any touch-tone telephone.
2. When the system answers, enter the three-digit remote access code (**333** is the default code; see **Remote access code** on page 68 to change it).
3. You can also enter the following remote commands.

Remote commands:

1	Press to play to all messages.
1*	Press to play all messages.
2	Press within three seconds of the message playing to go back to the previous message. Press after three seconds of the message playing to repeat the message currently playing.
3	Press to skip the message.
7	Press to play private mailbox announcement. • Press **9** and wait for the beep before speaking. • Press **#** to stop recording.
8	Press to stop the message playing.
9	Press to start recording a memo. • Press **#** to stop recording.
0	Press to turn the private mailbox on or off.
#	Press during a message playback to delete current message.
*	Press to delete all messages.

4. Hang up to end the call.

Remote access

Cut out the remote access wallet card at the back of this user's manual for quick reference.

NOTES:

- If you do not enter a valid remote access code, the auto attendant announces, *"The system does not recognize that extension. Please check it, and enter it again"*.
- If you do not enter any remote access command after you enter the answering system successfully, the answering system announces, *"Remote operation"* after 10 seconds. The call ends when the announcement is repeated three times.
- If the memory is full, the system announces, *"Memory is full"* when you try to record a memo by pressing 9. You cannot record new memo until some old messages in the mailboxes are deleted. Check the system remaining space frequently to maintain availability of space (page 70).

Deskset icon display

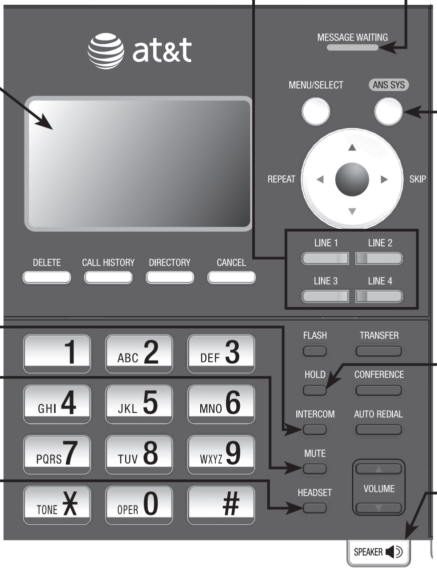
L1 L2 L3 L4	**Telephone lines** - On when this deskset is selected under the corresponding line group setting. Flashes when line 1, line 2, line 3, or line 4 is put on hold.
🔕	**Ringer off** - On steadily when the ringer volume is set to **OFF** .
🎧	**Headset** - On steadily when using a corded headset.
🔊	**Speakerphone** - On steadily when using the speakerphone.
MUTE	**Mute** - Microphone is muted.
PRIV	**Call privacy** - On steadily when the call privacy feature is set to **On**.
REC	**Record a call** - On steadily when recording a call.
🖭	**New private mailbox message** - New message in the private mailbox.
MB	**Private mailbox on** - The private mailbox is turned on.
NEW	**New caller ID log** - Missed and new calls.

Alert tones and lights

Alert tones

One beep	You have set the hold reminder on. **-OR-** The telephone is recording a memo. **-OR-** You have set the message alert tone on. **-OR-** There is an incoming call waiting.

Lights


at&t
MESSAGE WAITING
MENU/SELECT
ANS SYS
REPEAT
SKIP
DELETE
CALL HISTORY
DIRECTORY
CANCEL
LINE 1
LINE 2
LINE 3
LINE 4
FLASH
TRANSFER
HOLD
CONFERENCE
INTERCOM
AUTO REDIAL
MUTE
HEADSET
VOLUME
SPEAKER
1
ABC 2
DEF 3
GHI 4
JKL 5
MNO 6
PQRS 7
TUV 8
WXYZ 9
TONE *
OPER 0
#

LINE 1/LINE 2/LINE 3/LINE 4

- On when a telephone line is in use.
- Flashes when the telephone line is on hold.
- Flashes quickly when there is an incoming call or a transfer call.

Large lighted display

INTERCOM

- On when the console is on an intercom call.
- Flashes when there is an incoming intercom call.

MUTE

- On with the microphone is muted.

HEADSET

- On when the corded headset is in use.

MESSAGE WAITING

- Flashes when there are new private messages.

ANS SYS

- On when the private mailbox is on.
- Flashes when the answering system is playing or recording announcements or messages.

HOLD

- On when a telephone line is on hold.

SPEAKER 🔊

- On when the speakerphone is on.

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For customer service, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

The deskset fails to obtain an IP from the router.

- Make sure your router is properly installed and plugged into the Ethernet network.
- Make sure the DHCP is enabled on your router, so that it can allocate IP automatically.
- You may need to enter a static IP to the deskset. Refer to **Network setup** on page 23 for details.

The deskset displays Check Network.

- Make sure your deskset is connected to the router properly.
- If you have set a static IP manually, you need to reboot the deskset to apply the new setting.
- Your router may have reassigned a new IP address to the deskset. Reboot the deskset to update.
- You Ethernet cable may be defective. Try installing a new one.

My telephone base doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure you plug the Ethernet cable securely and firmly into the deskset and the router.
- Refer to **Deskset installation** on pages 7-9 to reset the system. Allow at least one minute for the deskset to reset.
- This system is not compatible with any other AT&T 4-line small business telephones, except for the MS2085 and MS2025 telephones.

There is no dial tone.

- First try all the suggestions above.
- Make sure you plug the handset cord securely and firmly into the ☎ jack on the deskset and the corded handset.
- Your Ethernet cable might be defective. Try installing new ones.
- Make sure a line is selected. Press a line key or **SPEAKER** 🔈.
- If there is no dial tone when you press **HEADSET**, make sure the corded headset is firmly connected to the 🎧 jack.

Troubleshooting

I cannot dial out.

- First try all the suggestions above.
- Make sure you have a dial tone before dialing. The corded handset might take a second or two to connect the deskset and produce a dial tone. This is normal. Wait an extra second before dialing.
- Make sure the deskset is set to the correct dial mode (pulse dial or tone dial) for the service in your area. Refer to **Dial mode** on page 30 to set the dial mode.
- If the other telephones in your building are having the same problem, contact your telephone service provider.

I cannot switch a call from the deskset to the MS2025 cordless handset.

- Make sure the system has only one line operating. You cannot switch the call from the deskset to your MS2025 cordless handset if there is more than one telephone line in operation.

The deskset obtained an IP from the router but is not connected to the console.

- You have to enter the name of the console and assign an extension number to this deskset after an IP is obtained. Refer to **Deskset installation** on pages 10-9 for details.
- Make sure both the console and deskset are directly connected to the same router.

My computer can’t connect to the network after plugging the Ethernet cable through the PC jack (PC).

- Make sure the deskset is connected to power. The PC jack (PC) does not work when the deskset does not have power source or during a power outage.
- Make sure you plug the Ethernet cable connecting to the router into the Ethernet jack and the Ethernet cable connecting to the computer into the PC jack (PC).

The network connection speed on my computer drops significantly after plugging the Ethernet cable through the PC jack (PC).

- If you are using Gigabit Ethernet system, the connection speed drops to 100M after plugging the Ethernet cable through the PC jack (PC).

I cannot make intercom calls.

- Make sure you choose the correct extension.
- The destination telephone might be on an external call. Wait and try again.

Troubleshooting

- Make sure the **INTERCOM** light is off before you make an intercom call. If the light is on, the system is busy or the intercom is unavailable. Try again when the intercom light goes off.
- Check to make sure that each system extension has a unique extension number. Refer to **Set extension number** on page 21 for details.

I cannot transfer outside calls.

- If you are on a conference call with another telephone in the same system, the call cannot be transferred.
- If the destination telephone is on an outside call or intercom call with another system telephone, the call cannot be transferred.
- Check to make sure that each system extension has a unique extension number. Refer to **Set extension number** on page 21 for details.

I cannot join a conversation in progress.

- The call privacy feature prevents another set on the system from interrupting a conversation. Make sure you turn off call privacy during a call. See **Call privacy** on page 36.

I hear a double-beep sound every 30 seconds.

- There is a call on hold at this extension. Press the **LINE** key of the call on hold to return to the call and turn off the reminder beep.

I get noise, static, or weak signals on my cordless handset even when I'm near the deskset.

- You may be able to improve the performance of your deskset by installing your new deskset as far as possible from any other existing corded or cordless telephone system that may already be installed.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this deskset near a microwave oven or on the same electrical outlet. You might experience decreased performance while the microwave oven is operating.
- If you plug your telephone in with a modem or a surge protector, plug the console (or modem/surge protector) into a different location. If this does not solve the problem, relocate your deskset or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone to a higher location. The telephone might have better reception in a high area.
- If the other telephones in your building are having the same problem, contact your telephone service provider.

Troubleshooting

The deskset display screen is blank.

- Make sure the power cord is connected to both the deskset and an electrical outlet not controlled by a wall switch.

My calls fade in and out while I'm using my corded handset.

- If you have a corded headset plugged into the telephone, try unplugging it and firmly plugging it in again.
- If you are using the speakerphone when this problem occurs, eliminate any background noise. Noise from the television, radio, or other appliances might cause the speakerphone to cut in and out. Try engaging the **MUTE** button when you are not speaking or eliminating the background noise.

My deskset does not ring when I receive a call.

- Make sure that the ringer is not off. Refer to **Ringer volume** on page 26 in this user's manual.
- Make sure the telephone line cords, power cord and Ethernet cable are plugged in securely.
- Make sure the system is properly set up. Refer to **Deskset installation** on pages 7-9 for details.
- If the other telephones in your building are having the same problem, contact your telephone service provider.
- Test a working telephone at the telephone jack. If another telephone has the same problem, contact your telephone service provider.
- The telephone line cord might be defective. Try installing a new line cord.
- Make sure that the Line group assignment is correct. See **Line group** section on MS2085 console's user's manual for more details.

My caller ID isn't working.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone base.
- The caller must be calling from an area that supports caller ID.
- Both your and your caller's telephone service providers must use caller ID compatible equipment.
- Make sure the area codes are set correctly on the deskset. See **Home area code** on page 28 for details.

System does not receive caller ID when on a call.

- Make sure you subscribe to caller ID with call waiting features from your telephone service provider. Caller ID feature works only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

Troubleshooting

The outgoing announcement is not clear.

- When recording the announcement, make sure you speak in a normal tone of voice about nine inches from the deskset.
- Make sure there is no background noise (television, music, traffic, etc.) when recording.

The private mailbox does not record messages.

- Make sure the auto attendant is turned on at the console.
- Make sure the private mailbox is turned on at the deskset (page 65).
- Make sure the memory of the answering system is not full. Please refer to the **Recording time** on page 70 in the user's manual. If the memory is full, the system announces *"Memory full"* and then hangs up. You need to delete some old messages in order to make room for new messages.
- If **Greeting only** is selected in the **Message length** menu (page 69), the answering system only plays the outgoing announcement. It does not record incoming message.

The private mailbox does not answer after the correct delay ring.

- Make sure the auto attendant is turned on at the console.
- Make sure the private mailbox is turned on at the deskset (page 65).
- If all four outgoing telephone lines are in use, the system cannot answer incoming calls.

The private mailbox is recording incomplete messages.

- If the message length is not set to unlimited and a caller leaves a very long message, part of it may be lost when the system disconnects the call after the set message length. See **Message Length** on page 69 for details.
- If the caller pauses for longer than seven seconds, the system stops recording and disconnects the call.
- If the system's memory becomes full during message recording, the system stops recording and disconnects the call.
- If the caller's voice is very soft, the system may stop recording and disconnect the call.

I have difficulty hearing messages.

- Press **▲/VOLUME** to increase the speaker volume on the deskset.

The answering system does not respond to remote access commands.

- Make sure you are using the correct remote access code (page 68).
- Make sure you are calling from a touch-tone telephone (away from home). When dialing a number, you should hear tones. If you hear clicks, then it is not a touch-tone telephone and cannot activate the answering system.

Troubleshooting

- The answering system might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.

- Make sure your computer is powered on.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your nontraditional telephone service.
- Make sure to plug your USB telephone adapter into a dedicated USB port on your computer. Do not plug it into a multiple port USB hub (USB splitter) that is not powered.
- In a few rare instances, the USB port on your computer may not have enough power. Try using a USB hub with its own external power supply.
- If you are using a firewall, it may prevent access to your nontraditional telephone service provider. Contact your service provider for more information.

Common cure for electronic equipment.

If the telephone base does not seem to be responding normally, do the following (in the order listed):

1. Disconnect the power from the deskset.
2. Wait a few minutes.
3. Connect the power to the deskset.
4. Wait for the deskset to synchronize its connection. This will take at least one minute to finish.

Deskset display screen messages

All messages are deleted	All messages in the private mailbox are erased.
Call History EMPTY	There are no entries in the caller ID history.
Caller ID deleted	A Caller ID history is deleted.
Check network	The deskset cannot obtain an IP address.
Contact saved to Directory	A number is saved to the directory.
DECT Headset registered	The cordless headset registration was successful.
DECT Headset deregistered	The cordless headset is deregistered from the telephone system.
Directory empty	There are no directory entries.
Directory memory full	The directory is full. You cannot save new entries unless you delete some current entries.
Ended	You have just ended a call.
Extension busy. Please try again later	The deskset extension is on a call.
Handset registered	The cordless handset registration was successful.
Handset deregistered	The cordless handset is deregistered from the telephone system.
Intercom	The deskset is on an intercom call.
Intercom from:	There is an intercom call coming in.
Intercom to:	The deskset is making an intercom call.

Deskset display screen messages

Line is not available at this time	The telephone line cord is not plugged into the console. The line you are trying to reach is on a conference call. Call privacy is turned on on the line your are trying to reach.
Line X	The telephone line X is in use.
Line X Incoming call	There is an incoming call from line X.
No answer. Please try again later	The destination extension does not answer the intercom call.
No IP assigned. Check network.	There is no IP assigned to the deskset.
Number already saved	The telephone number you have entered is already stored in the directory.
Number saved to 1-touch key	The number is saved to the one-touch memory.
Obtain IP from DHCP server?	The deskset will obtain an IP address from the DHCP server.
Phone is set to default	The deskset telephone settings are reset to default settings.
Redial deleted	A redial list entry is deleted.
Redial empty	The redial list is empty.
Registering DECT Headset...	The deskset is registering a cordless headset.
Registering handset... (Put handset on cradle to start)	The deskset is registering a cordless handset.
Registration failed	Registration of a cordless handset or a DECT headset is failed.

Deskset display screen messages

System busy. Please try again later	All telephone lines are in use.
Transfer from:	There is a transferred call from the console or a deskset extension.
Transfer Line X to:	The deskset is transferring a call to a system extension.
Unable to obtain IP. Please check DHCP server.	The deskset is unable to obtain an IP address. You may need to check the DHCP server.
XX New calls	There are new calls in the caller ID history.

Maintenance

Taking care of your telephone

- Your telephone base contains sophisticated electronic parts, so you must treat it with care.
- Avoid rough treatment.
- Place the corded handset down gently.
- Save the original packing materials to protect your telephone base if you ever need to ship it.

Avoid water

- You can damage your telephone base if it gets wet. Do not use the corded handset in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electric appliances during storms.

Cleaning your telephone

- Your telephone base has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.
- Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL, then pull the unit out by the unplugged cords.

Important safety information

This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Safety information

- Read and understand all instructions in the user's manual. Observe all markings on the product.
- Avoid using a telephone during a thunderstorm. There may be a slight chance of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquid, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- Install this product in a protected location where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- If this product does not operate normally, see the **Troubleshooting** section on pages 77-82 of this user's manual. If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section on pages 91-92. Do not open this product except as directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- Replace backup battery only as described in your user's manual. Do not burn or puncture batteries — they contain caustic chemicals.
- This power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, an under-the-table or cabinet outlet.

Caution: Use only the power adapter provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Important safety information

Especially about cordless telephones

- Electrical power: The telephone base must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the handset if the telephone base is unplugged, switched off or if the electrical power is interrupted.
- Power adapter: The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

Especially about telephone answering systems

Two-way recording: This unit does not sound warning beeps to inform the other party that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the conversation.

SAVE THESE INSTRUCTIONS

FCC part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US: AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with the applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone service provider or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

Remain on the line and briefly explain the reason for the call before hanging up.

Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

The term ''IC:'' before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

FCC part 15

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to: In the United States of America, visit **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, call **1 (866) 288-4268**.

1. What does this limited warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase (“CONSUMER” or “you”) that the product and all accessories provided in the sales package (“PRODUCT”) are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period (“materially defective PRODUCT”)?

During the limited warranty period, the manufacturer’s authorized service representative will repair or replace at the manufacturer’s option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer’s option, is your exclusive remedy. The manufacturer will return repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the limited warranty period?

The limited warranty period for the PRODUCT extends for TWO (2) YEARS from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or (b) the time remaining on the original two-year limited warranty; whichever is longer.

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 below); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

Limited warranty

5. How do you get warranty service?

To obtain warranty service in the United States of America, visit **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, call **1 (866) 288-4268**. NOTE: Before calling for service, please review the user's manual; a check of the PRODUCT's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty to you. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

- Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

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Please retain your original sales receipt as proof of purchase.

Technical specifications

RF frequency band	1921.536MHz - 1928.448MHz
Channels	5
Operating temperature	32°F - 122°F 0°C - 50°C
Telephone base voltage (AC adapter output)	5.1VDC @1200mA
Ethernet Network Ports	10/100 Mbps RJ-45 Port

Index

A

Add a handset 17
Add a headset 18, 20
Add a one-touch entry 48
Alert tones 76
Announcement 66–67
Answer a call 33
Answer an intercom call 45
Auto-redial 41
Auto set IP 23

B

Blind transfer 46

C

Caller ID 58–64
Call history 60
Call intercept 67, 71
Call privacy 36
Call screening 69, 71
Call transfer 46, 47
Call waiting 34
Capacity 51
Cardiac pacemakers 88
Chain dialing 37, 38
Change the extension number 21
Conference call 42–44
Contrast 29

D

Date 27
Default settings 31
Delay 65
Deregister handset 19
Deregister headset 19
Deskset registration 10–11
Dialing options 61
Dial mode 30
Directory 51–57
Directory card 2
Display dial 55

E

End a call 32
End a conference call 42, 43
End an intercom call 45

F

FCC, ACTA and IC regulations 89–90
Flash 34

H

Handset deregistration 19
Handset registration 17
Handsfree use 33
Hold 35
Hold reminder 30
Home area code 28

I

Icons 75
Important safety information 87–88
Indication 32, 71, 76

J

Join a call 43

K

Key tone 29

L

Language 27
Lights 76
Limited warranty 91–92
Line indicators 32
Listening volume 34

M

Mailbox setup 65–70
Maintenance 86
Make a call 32
Make an intercom call 45
Memo 72
Memory match 60
Menu settings 21

Index

Message indication 71
Message playback 71
Missed (new) calls indicator 60
Mute 34

N

Navigation keys 1
Network information 25
New message indication 71

O

One-touch 48–50
One-touch keys 2
On hook dialing (predialing) 33
Operation 32–50

P

Pacemaker patients 88
PC jack 16
Phonebook (directory) 51
Predialing 33
Prime line 22
Privacy 36
Private mailbox 65–67
Pulse dialing 30

Q

Quick reference guide 1–3

R

Record a call 37
Redial 39
Register a deskset 10–11
Register a handset 17
Register a headset 18
Remote access 73–74
Rename deskset 31
Review call history 60
Review directory 53
Ringer tone 26
Ringer volume 26

S

Screen contrast 29
Search by name 54
Search for a contact 54
Set Date/Time 27
Set default 31
Set static IP 11, 24–25
Settings 26–31
Speakerphone 33
Switch between lines 35
System setup 21–25

T

Technical specifications 93
Telephone operation 32–50
Temporary tone dialing 35
Time 27
Transfer a call 46, 47
Troubleshooting 77–82
Two-way recording 88

V

Volume 26, 34
Volume control 34

W

Wall mount 12–15
Warranty 91–92
Website 31

Remote access wallet card

Use the wallet card below to help you remember commands to control your answering system from any touch-tone telephone.

Cut along dotted line.

Call your telephone number, then enter your three-digit access code (preset to **333**).

Fold here.

Action	Remote command
Play all messages	1*
Play new messages	1
Repeat the message	2
Skip the message	3
Play private mailbox announcement	7
Stop	8
Record a memo	9
Turn system off or on	0
Delete a message	#
Delete all messages	*
End remote access call	Hang up

Model name: MS2015
Type: 4-Line Small Business Deskset

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